



# Implementing Nigeria's Master Facility List

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## Standard Operating Procedures for Maintaining the Health Facility Registry

June 2019







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## ABBREVIATIONS

DHIS 2	district health information system
DHS	Department of Hospital Services
DMS	Department of Medical Services
GPS	global positioning system
HCH	Honorable Commissioner for Health
HFR	health facility registry
LGA	Local Government Area
MFL	master facility list
SDPRS	State Department of Planning, Research and Statistics
SFRO	State Facility Registration Office
SOP	standard operating procedure
TWG	technical working group
USAID	United States Agency for International Development



# INTRODUCTION

The Master Facility List (MFL) is a complete listing of all health facilities that are providing health services in a country. The health facilities are identified by location and a unique facility identifier. With support from the United States Agency for International Development (USAID), the Federal Ministry of Health of Nigeria released a paper-based MFL in 2013. The continuous updating of this list has been constrained by several challenges, including the lack of a centralized online information system and the lack of clearly defined processes for updating the MFL.

To address the need for a centralized online information system to manage MFL processes, in collaboration with the Federal Ministry of Health, MEASURE Evaluation, which is funded by USAID, developed the Health Facility Registry (HFR) system. The HFR has been populated with the MFL. The HFR contains the list of hospitals and clinics that have been validated at the state level. To maintain the process of updating the MFL, a standard operating procedure (SOP) is needed to guide the registration of new health facilities and to update the list of health facilities already registered, whenever necessary. The SOP will allow federal regulatory authorities and all responsible offices and agencies to have a standard process and procedures through which to engage with the HFR. These entities will be able to add new facilities, deactivate facilities that are no longer operational, and update other facilities' information.

## Adding a New Facility to the HFR

The process of registering a facility starts when the State Honorable Commissioner for Health (HCH) receives a request from a person or organization to open a new facility in the state. The HCH will direct the request to the department/unit/agency that is responsible for registration and accreditation of a facility in the state.

The processes and actions needed to facilitate the addition of a new facility in the HFR are described below. The steps involve several actors in the facility registration process. The information provided also covers the roles played by the various actors in updating facility information in the HFR.

## Entering a Facility Record in the HFR

The new facility can be recorded in the HFR by three different units at the state level. The HFR has been developed to be flexible; this allows data entry to be conducted by any selected unit. The HFR can be configured for data entry by any of the following:

- Department or unit responsible for registration of a facility
- State Department of Planning, Research and Statistics (SDPRS)
- Local Government Area (LGA)

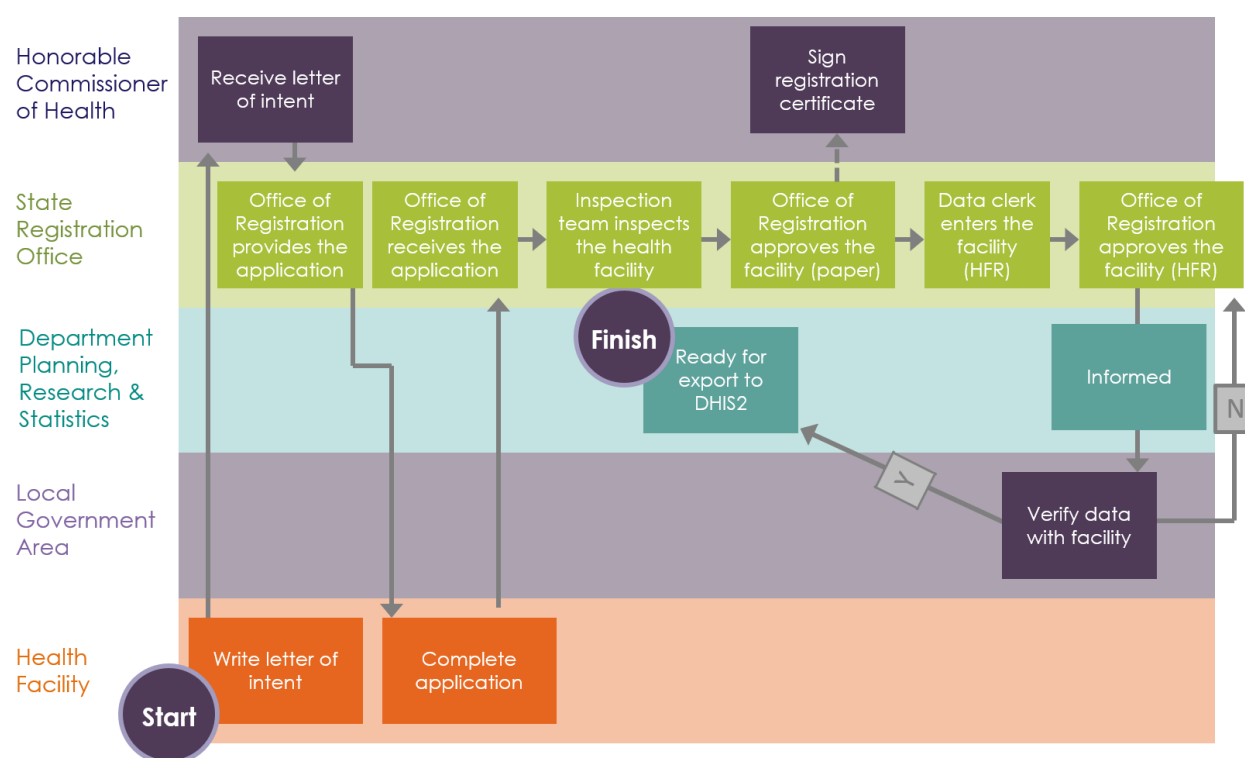
Below are the different workflows for the different data entry models that states can choose to implement:

1. Data entry by the department or unit responsible for the registration of facilities in the state (State Facility Registration Office)
  - The process starts by the applicant writing a letter of intent to open a facility to the HCH.
  - The HCH acknowledges receipt of the application and sends it to the Department or Agency responsible for the registration of facilities in the state. We will refer to this office as the State Facility Registration Office (SFRO). The SFRO may be the Department of Medical Services (DMS) or the Department of Hospital Services (DHS) or another Agency in the state.

- The SFRO provides registration forms to the applicant and all other documents detailing the requirements for opening the type of facility requested.
- The application forms completed by the applicant are sent to the SFRO.
- The Head of Inspection at the SFRO and a team of health professionals appropriate to the proposed services will undertake an inspection. The team includes representatives of regulatory bodies and professional associations.
- The head of the inspection team completes the registration form and takes the global positioning system (GPS) coordinates of the facility.
- The inspection report is submitted to the SFRO for consideration and further action. The outcome of the inspection will be either provisional or final approval, depending on the requirements of the registration guidelines. If the facility registration request is successful, the SFRO will include the state's unique facility identifier on the registration form filled by the inspection team.
- When final approval is granted by the SFRO, this office will inform the HCH of the outcome, and will obtain HCH approval and signing of the registration certificate.
- The facility may receive provisional approval, which may be for a specified time that the state has set in its registration processes (three to six months). If either provisional or final approval is granted, the SFRO will transmit that information to the officer in-charge who is responsible for HFR entry in the SFRO.
- Once a new facility is entered in the HFR, the HFR will produce a unique facility identifier automatically following the standards agreed to by the MFL Technical Working Group (TWG).
- Once the facility is entered in the HFR by the officer in-charge responsible for the HFR at the SFRO, it is very important that another person responsible for registration verifies the information entered and approves it, if satisfied that all the information entered is correct.
- Once the facility is approved, the HFR will transmit the information to all other offices in the state that need to have details on health facility activities, informing them about the new facility that has been added to the HFR.
- State and LGA offices that have been notified about the registration of the new facility in the HFR will log in to the HFR, verify the facility's information, and will update their respective physical documents, including paper registers, if any are maintained. They will also include the unique facility identifier generated by the HFR system as part of the new information in their physical documentation kept at the state and LGA levels.
- If the LGA verifies the facility information, then the SDPRS will approve the facility to be exported to the District Health Information System 2 (DHIS 2).
- If the state and/or LGA identifies any issue or discrepancy about the new facility, they will inform the SFRO. The SFRO will check the record in the HFR to confirm whether there is indeed an issue. If the SFRO agrees that there is a need to update the facility information, it will inform the officer in-charge for HFR data entry about what needs to be updated.
- The state/LGA will continue with regular facility monitoring and will inform the office responsible for registration if there are any observed changes at the facility.

Figure 1 presents the workflow for data entry at the SFRO when a new facility is added to the MFL.

**Figure 1. Data entry at the SFRO for a new facility**



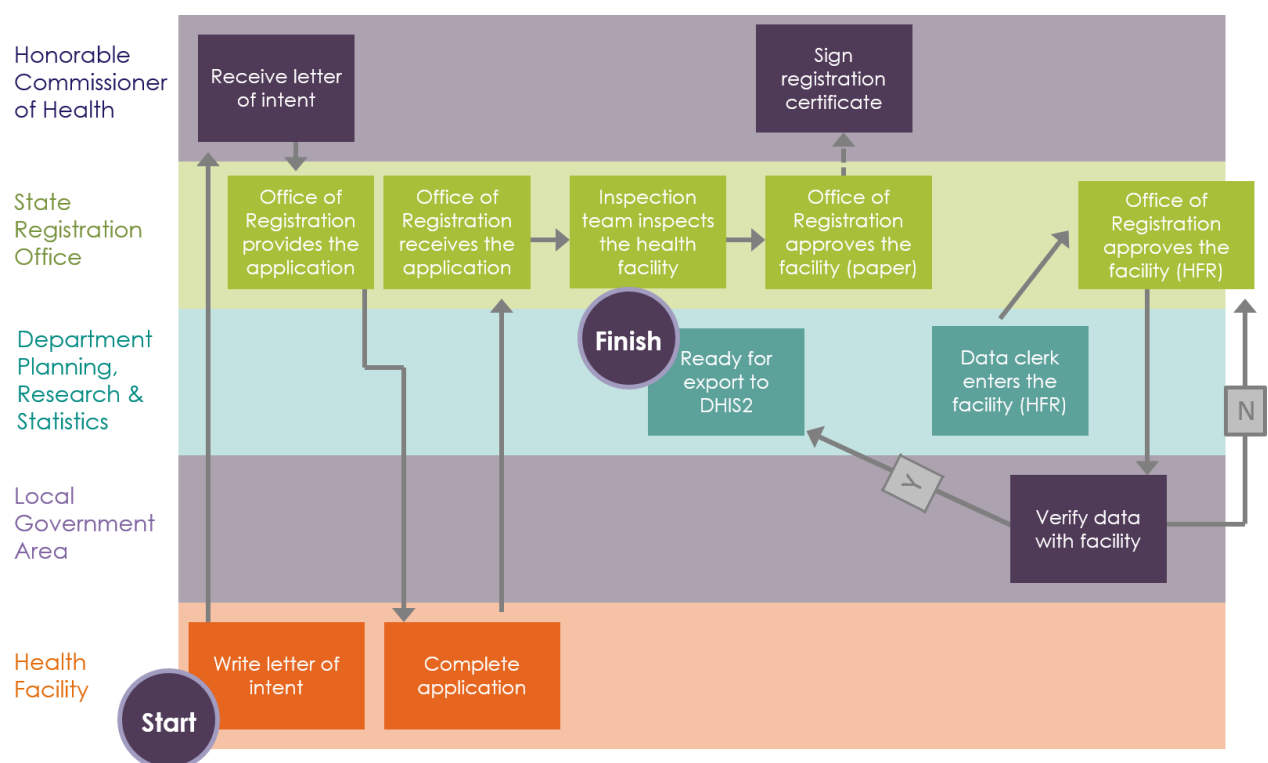
## 2. Data entry at the State Department of Planning, Research and Statistics

- The process starts by the applicant writing a letter of intent to open a facility to the HCH.
- The HCH acknowledges receipt of the application and sends it to the Department or Agency responsible for the registration of facilities in the state. We refer to this office as the SFRO. This may be the DMS or the DHS or another Agency in the state.
- The SFRO provides registration forms to the applicant and all other documents detailing the requirements for opening the type of facility requested.
- The application forms completed by the applicant are sent to the SFRO.
- The head of inspection at the SFRO and a team of health professionals appropriate to the proposed services will undertake an inspection. The team includes representatives of regulatory bodies and professional associations.
- The head of the inspection team completes the registration form and takes the GPS coordinates of the facility.
- The inspection report is submitted to the SFRO for consideration and further action. The outcome of the inspection will be either provisional or final approval, depending on the requirements of the registration guidelines. If the facility registration request is successful, the SFRO will include the state's unique facility identifier on the registration form filled by the inspection team.
- When final approval is granted by the SFRO, this office will inform the HCH of the outcome, and will obtain HCH approval and signing of the registration certificate.

- The facility may receive provisional approval, which may be for a specified time that the state has set in its registration processes (three to six months). If either provisional or final approval is granted, the SFRO will transmit that information to the SDPRS for data entry in the HFR.
- Once the facility is entered in the HFR, the HFR will produce a unique facility identifier automatically following the standards agreed to by the MFL TWG.
- Once the facility is entered in the HFR by the SDPRS, it will be reviewed and approved by the person at the SFRO, if satisfied that all information entered is correct.
- Once the facility is approved, the HFR will transmit the information to all other offices in the state that need to have details about health facility activities, informing them about the new facility that has been added to the HFR.
- State and LGA offices that have been notified about the registration of the new facility in the HFR will log in to the HFR, verify the facility's information, and will update their respective physical documents, including paper registers, if any are maintained. They will also include the unique facility identifier generated by the HFR system as part of the new information in their physical documentation kept at the state and LGA levels.
- Once the LGA verifies the facility information, the SDPRS will approve the facility to be exported to the DHIS 2.
- If the state or LGA identifies any issue or discrepancy when doing this verification, they will inform the SFRO. The SFRO will check the record in the HFR to confirm whether there is indeed an issue. If the SFRO agrees that there is a need to update the facility information, it will inform the officer in-charge for HFR data entry about what needs to be updated.
- The state/LGA will continue with regular facility monitoring and will inform the office responsible for registration if there are any observed changes at the facility.

Figure 2 presents the workflow for data entry at the SDPRS when a new facility is added to the MFL.

**Figure 2. Data entry at the SDPRS for a new facility**



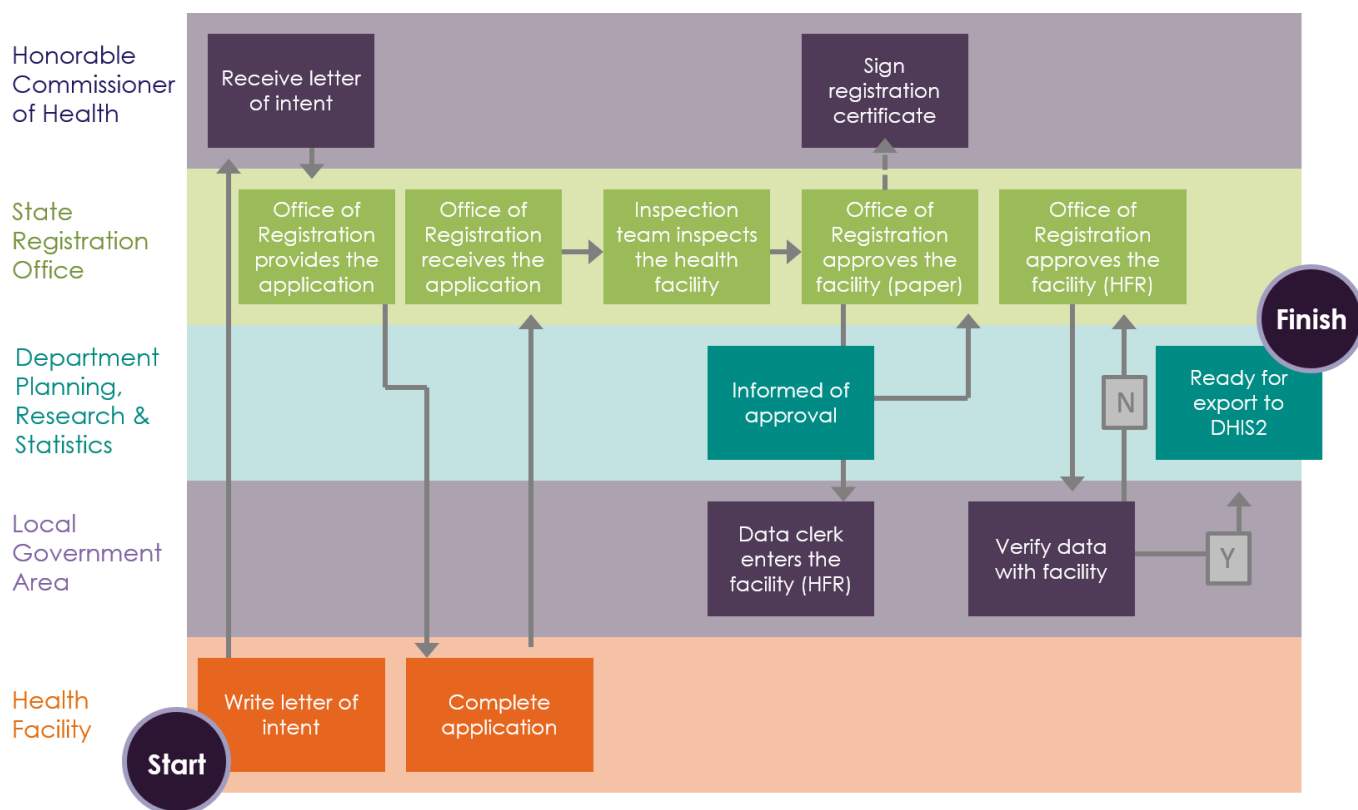
### 3. Data entry at the LGA

- The process starts by the applicant writing a letter of intent to open a facility to the HCH.
- The HCH acknowledges receipt of the application and sends it to the Department or Agency responsible for the registration of facilities in the state. We refer to this office as the SFRO. This may be the DMS or the DHS or another Agency in the state.
- The SFRO provides registration forms to the applicant and all other documents detailing the requirements for opening the type of facility requested.
- The application forms completed by the applicant are sent to the SFRO.
- The Head of Inspection at the SFRO and a team of health professionals appropriate to the proposed services will undertake an inspection. The team includes representatives of regulatory bodies and professional associations.
- The head of the inspection team completes the registration form and takes the GPS coordinates of the facility.
- The inspection report is submitted to the SFRO for consideration and further action. The outcome of the inspection will be either provisional or final approval, depending on requirements of the registration guidelines. If the facility registration request is successful, the SFRO will include the state's unique facility identifier on the registration form filled by the inspection team.
- When final approval is granted by the SFRO, this office will inform the HCH of the outcome, and will obtain HCH approval and signing of the registration certificate.
- The facility may receive provisional approval, which may be for a specified time that the state has set in its registration processes (three to six months). If either provisional or final approval is granted, the SFRO will transmit that information to the LGA through the SDPRS for data entry in the HFR.
- Once the facility is entered in the HFR, the HFR will produce a unique facility identifier automatically following the standards agreed to by the MFL TWG.
- Once the facility is entered in the HFR by the LGA, it will be reviewed by the SDPRS to make sure that all information entered is correct.
- Once the SDPRS reviews the facility, it will be approved by the person at the SFRO, if satisfied that all the information entered is correct.
- Once the facility is approved, the HFR will transmit this information to all other offices in the state that need to have details about health facility activities, informing them about the new facility that has been added to the HFR.
- State and LGA offices that have been notified about the registration of a new facility in the HFR will log in to the HFR, verify the facility's information, and will update their respective physical documents, including paper registers, if any are maintained. They will also include the unique facility identifier generated by the HFR system as part of the new information in their physical documentation kept at the state and LGA levels.
- Once the LGA verifies the facility information, the SDPRS will approve the facility to be exported to the DHIS 2.
- If the state and/or LGA identifies any issue or discrepancy when doing this verification, they will inform the SFRO. The SFRO will check the record in the HFR to confirm whether there is indeed an issue. If the SFRO agrees that there is a need to update the facility information, it will inform the SDPRS about what needs to be updated.

- The state/LGA will continue with regular facility monitoring and will inform the SFRO if there are any observed changes at the facility.

Figure 3 presents the workflow for data entry at the LGA level when a new facility is added to the MFL.

**Figure 3. Data entry at the LGA for a new facility**



## Updating Information for a Facility that Is Already in the HFR

Facility information may change for many different reasons. To keep the MFL current and accurate, the state needs to update the facility information as changes occur.

Some of the reasons for changes to facility information are:

1. A facility monitoring visit conducted by a state team or complaints from citizens that led to an inspection visit results in the discovery that the facility no longer meets criteria to continue to provide services at the level for which it was originally registered and licensed. For example, a facility was registered and licensed to operate as a secondary level facility, but when the inspection team visits, it is discovered that the facility no longer meets the criteria to operate as a secondary level hospital. If this happens, the SFRO will follow established procedures to review and recertify the facility. If it is confirmed that the facility no longer meets the required standards, it will be downgraded to the appropriate level.
2. There may be a facility that has been registered at a lower level, and the owner or a monitoring team may request the facility to be upgraded due to improved services and infrastructure. Once it receives this request, the SFRO will follow its procedures to inspect the facility. If the facility meets all required criteria, then it will be upgraded.

3. Other issues that will require the updating of facility information in the HFR are:
  - a. Changes to, or incorrect information about, any signature domain for a facility, such as the name of the facility, owner of the facility, address, geographical coordinates, etc.
  - b. Changes to, or incorrect information about, any service domain for a facility, such as the type of the service provided, human resources, etc.
  - c. Changes to the operating status of a facility, for example, the facility was operating but it has closed temporarily or closed permanently, or if the facility was closed temporarily but has started to operate again.
  - d. Change of license status—if the facility was licensed but the license has expired.

All these changes will require that the facility information in the HFR be updated to reflect the actual status of the facility. The HFR update will follow the steps described below, which also identify the various actors and their roles in these processes.

It is important to note that the request to update a health facility record can be initiated by any HFR registered users, with edit permission. Once the request is submitted, the HFR will notify the SFRO regarding the change request. The SFRO will follow established procedures to determine whether the requested change is correct, and if it is correct, the SFRO will follow established processes to accept the update in the HFR.

There are three different data entry models that states can choose to implement based on the way a state operates. The HFR has been developed to be flexible, which means that it allows data entry to be conducted at any selected unit. The HFR can be configured to allow for data entry to be done by any of the following:

- Department or unit responsible for the registration of a facility
- SDPRS
- LGA

In the example showing the facility update workflow, we use a scenario in which the facility certification information has changed. The certification information may change when a SFRO reviews the list of facilities in its administrative jurisdiction and identifies facilities with expired licenses. The SFRO will inform the facilities that are found to have expired licenses. The status of their licenses will also need to be updated in the HFR.

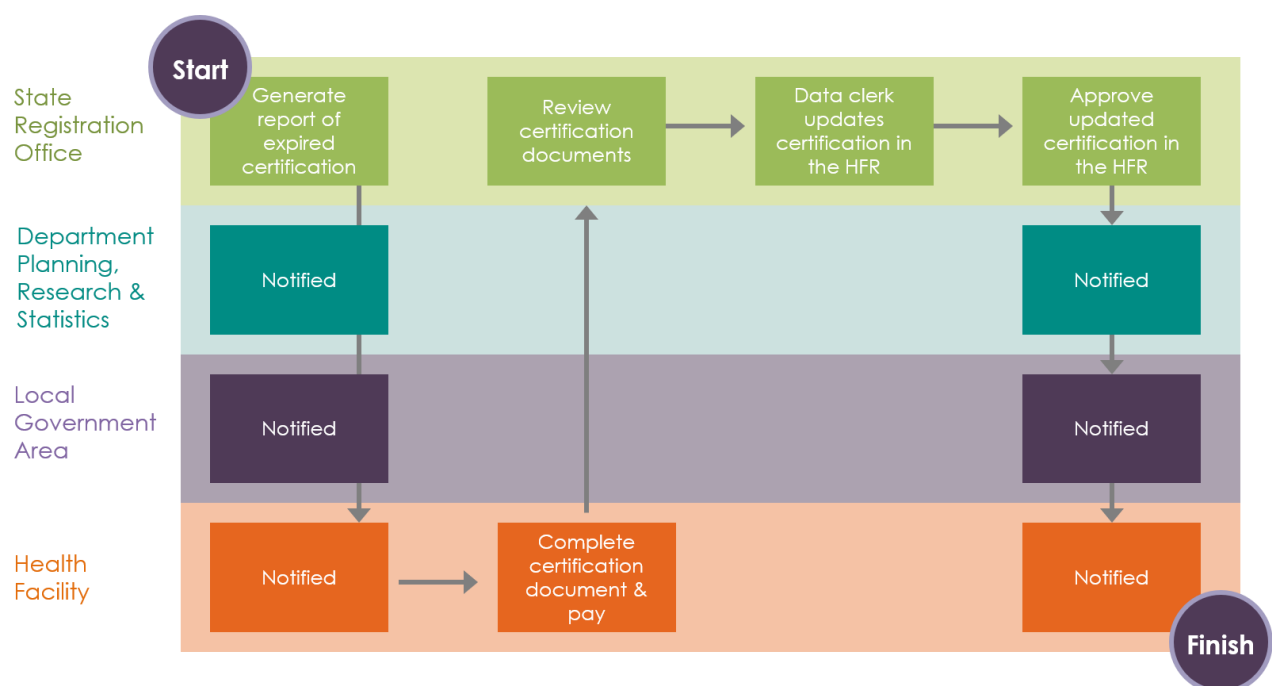
1. The following are the steps to update the HFR. **(The example is a facility that has a changed status, from licensed to unlicensed, i.e., expired license.)**
  - a. Data entry by the Department or Unit responsible for registration of facilities in the state (SFRO)
    - The state Department or Agency responsible for facility registration and accreditation reviews the HFR to identify all facilities that did not apply for recertification as required by law. Once the facilities with expired licenses are identified, a report will be prepared.
    - All relevant levels in the state and LGA will be notified of the facilities with expired licenses.
    - The owner of the facility will be notified to process a recertification.
    - A report on the facilities with expired certificates will be submitted to the SFRO. The report will be sent to the officer in-charge responsible for HFR data entry.
    - The SFRO will update the facility information with the appropriate license status. If the facility is shown to be licensed, then it will be updated to unlicensed and vice versa. Once the facility information is updated in the HFR by the officer in-charge responsible for HFR data

entry, it is very important that the officer responsible for registration at the SFRO verifies and approves the updated information to satisfy that all information entered is correct.

- Once the facility update is approved, the HFR will transmit this information to all other offices in the state that need to have details about health facility certification status, informing them about the status change for the facility that has been updated in the HFR.
- State and LGA offices that have been notified about the update of the facility information in the HFR will log in to the HFR, verify the facility information, and update their respective physical documents, including paper registers, if any are maintained. If the state or LGA identify any issue or discrepancy in updated facility information, they will inform the SFRO. The SFRO will check the record in the HFR to confirm the reported discrepancy. If the SFRO concurs that there is indeed a need for an update, the facility information will be updated using established procedures for facility updates.
- The state/LGA will continue with regular facility monitoring and will inform the SFRO if there are any observed changes at the facility.

Figure 4 presents the workflow for data entry at the SFRO level when a facility certification is updated.

**Figure 4. Data entry at the SFRO for updating a facility certification**



b. Data entry at the SDPRS

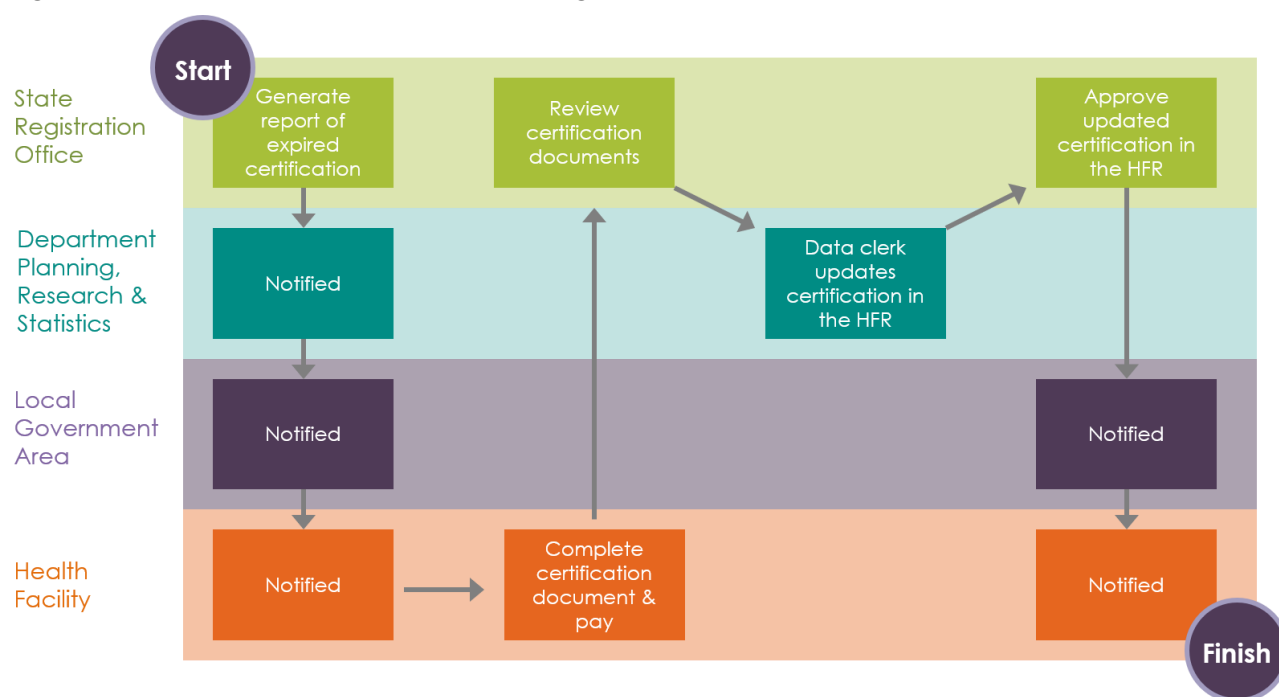
- The state Department or Agency responsible for facility registration and accreditation reviews the HFR to identify all facilities that did not apply for recertification as required by law. Once the facilities with expired licenses are identified, a report will be prepared.
- All relevant levels in the state and LGA will be notified of the facilities with expired licenses.
- The owner of the facility will be notified to process a recertification.
- A report on the facilities with expired certificates will be submitted to the SDPRS for HFR data entry.



- The SDPRS will update the facility information with the appropriate license status. For example, if a facility is still showing that it is licensed, it will be updated to unlicensed and vice versa.
- Once the facility information is updated in the HFR by the SDPRS, the SFRO will verify and approve the updated information, if satisfied that all the information entered is correct.
- Once the facility update is approved, the HFR will transmit the information to all other offices in the state that need to have details about health facility certification status changes, informing them about the status change for the facility in their area.
- State and LGA offices that receive notification about the update of the facility information will log in to the HFR, verify the facility information, and update their respective physical documents, including paper registers, if any are maintained. If the state or LGA identify any issue or discrepancy in the updated facility information, it will inform the SFRO. The SFRO will check the record in the HFR to confirm the reported discrepancy. If the SFRO concurs that there is indeed a need for an update, the facility information will be updated using established procedures for facility updates.
- The state/LGA will continue with regular facility monitoring and will inform the SFRO if there are any observed changes at the facility.

Figure 5 presents the workflow for data entry done at the SDPRS when a facility certification is updated.

**Figure 5. Data entry at the SDPRS for updating a facility certification**



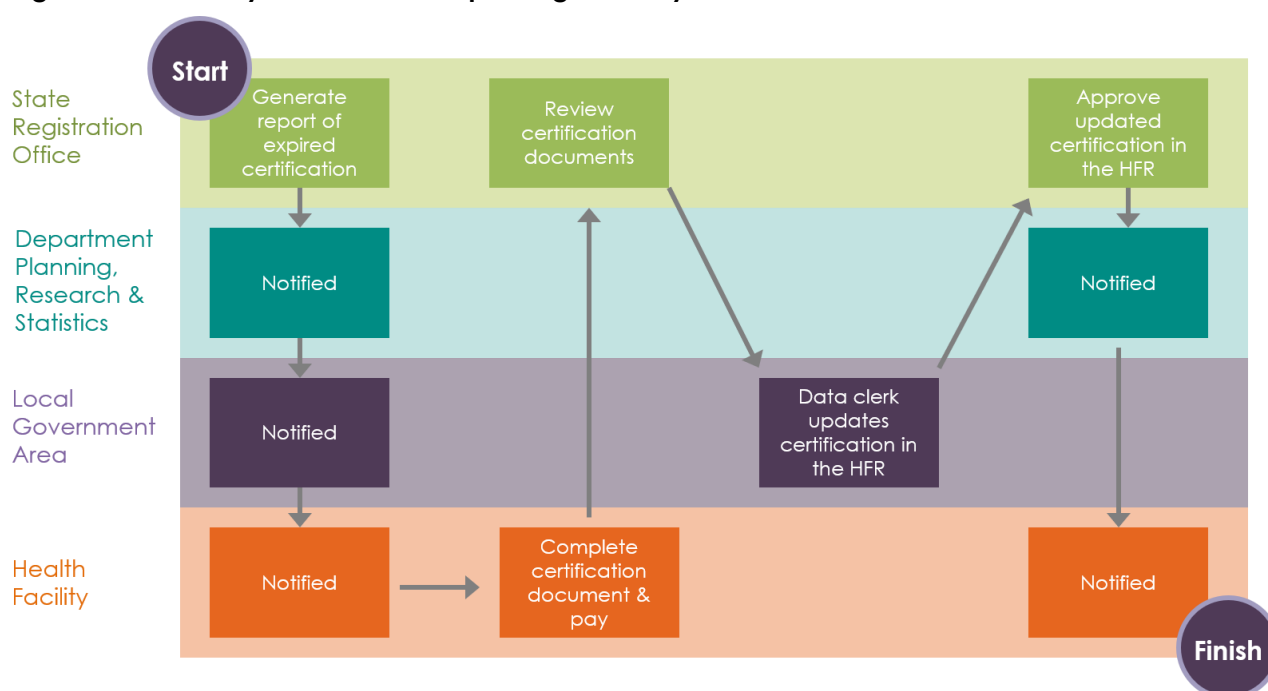
#### c. Data entry at the LGA

- The state Department or Agency responsible for facility registration and accreditation reviews the HFR to identify all facilities that did not apply for recertification as required by law. Once the facilities with expired licenses are identified, a report will be prepared.
- All relevant levels in the state and LGA will be notified of the facilities with expired licenses.
- The owner of the facility will be notified to process a recertification.

- A report on the facilities with expired certificates will be submitted to the LGA for HFR data entry.
- The LGA will update the facility information with the appropriate license status. For example, if a facility is still showing that it is licensed, the information will be updated to unlicensed and vice versa.
- Once the facility information is updated in the HFR by the LGA, the SFRO will verify and approve the updated information, if satisfied that all information entered is correct.
- Once the facility update is approved, the HFR will transmit the information to all other offices in the state that need to have details about health facility certification status changes, informing them about the status change for the facility in their area.
- State and LGA offices that receive notification about an update of facility information will log in to the HFR, verify the facility information, and update their respective physical documents, including paper registers, if any are maintained. If the state or LGA identify any issue or discrepancy in updated facility information, they will inform the SFRO. The SFRO will check the record in the HFR to confirm the reported discrepancy. If the SFRO concurs that there is indeed a need for an update, the facility information will be updated using established procedures for facility updates.
- The state/LGA will continue with regular facility monitoring and will inform the SFRO if there are any observed changes to the facility.

Figure 6 presents the workflow data entry done at the LGA level when a facility certification is updated.

**Figure 6. Data entry at the LGA for updating a facility certification**



The bullets below list the steps to update the HFR for the following two examples. **(The first example is a facility that needs to update the signature and service domain, such as change of operating status, etc.)**

When other facility signature and service domain (operating status, name, geographic coordinates, address, type of services, etc.) change, the steps given below should be followed to request an update to the HFR.

In the example, to describe the facility update workflow, the scenario is that the facility information has changed from operating to closed. Facility operating status information may change for different reasons. Some of the reasons for a change in the facility operating status may be a monitoring visit that discovered that the facility no longer met criteria to continue providing services, or the owner decided to close the facility, etc.

The following are the steps to update the HFR. **(The second example is a facility that has changed status from operating to closed.)**

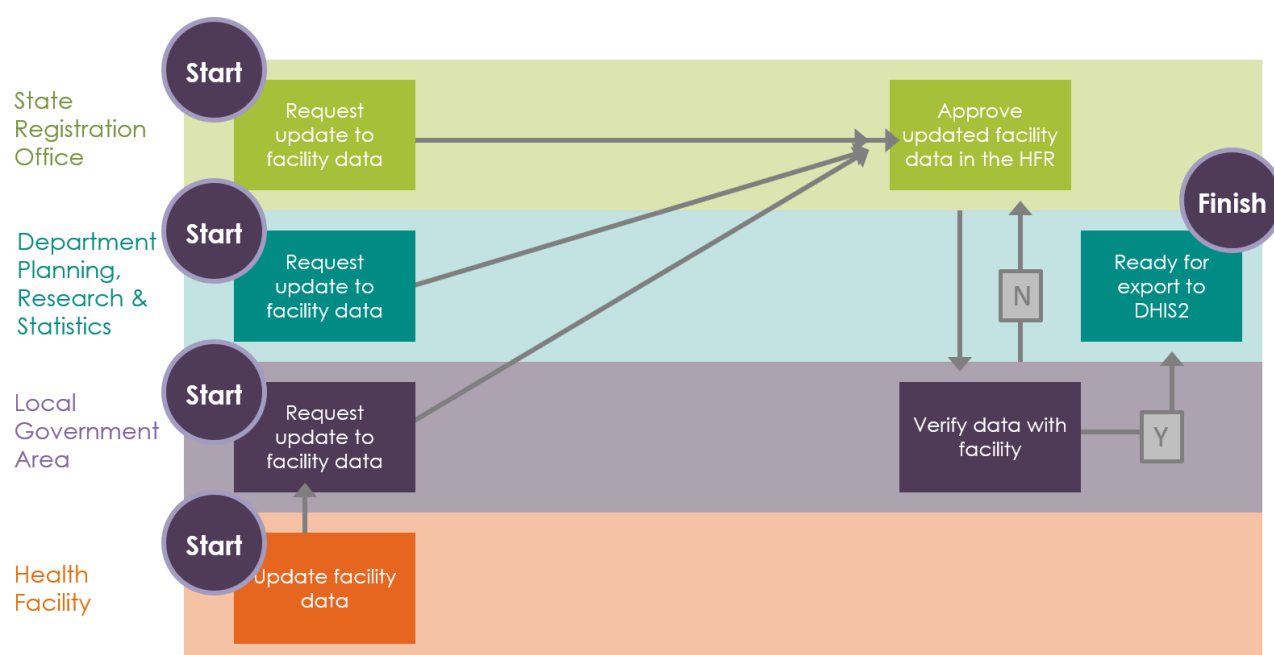
Request for facility update for other signature and service domains can be initiated by any HFR registered users who have edit permission. Once the request is submitted, the HFR system will send an alert to the SFRO to notify it about the change request submitted. The SFRO will follow established procedures to determine whether the requested change is correct, and if it is correct, it will then follow routine processes to update the information in the HFR.

The steps to be followed to update the facility information in the HFR are:

- All HFR users (SFRO, SDPRS, LGA) with edit permission can submit a change request for a facility that had status operating but now the status is closed.
- The HFR will notify the SFRO that a change request has been submitted.
- The SFRO will review the facility to determine that the facility is not operating.
- Once the SFRO has determined that the facility is no longer operating, it will approve the submitted request.
- Once the facility update has been approved, the HFR will transmit the information to all other offices in the state that need to have details about health facility status changes.
- State and LGA offices that have been notified about the updated facility information in the HFR will log in to the HFR, verify the facility information, and update their respective physical documents, including paper registers, if any are maintained. If the state or LGA identifies any issue or discrepancy about the updated facility information, it will inform the SFRO. The SFRO will check the record in the HFR to confirm the reported discrepancy. If the SFRO concurs that there is indeed a need for an update, the facility information will be updated using established procedures for facility updates.
- The state/LGA will continue to conduct regular facility monitoring and will inform the SFRO if there are any observed changes at the facility.

Figure 7 presents the workflow for requesting an update on facility operating status, which may be done at all levels.

**Figure 7. Updating facility data**



## Deleting Facility Records in the HFR

Deleting a facility record in the HFR means completely removing a facility record from the HFR. This is not the same as changing the status of a facility from operating to closed or making a record inactive. When a facility is deleted, it means the record can no longer be used by the HFR and it permanently ceases to exist. A facility record will be deleted in the HFR only when the following conditions are met:

1. When any level of the government has reviewed the facility list for a state or LGA and realizes that there are multiple facilities with different names, but all refer to one physical facility in a state and LGA.
2. When the government reviews a state or LGA facility list and identifies the names of facilities that do not exist in their state or LGA.
3. When the government reviews a state or LGA facility list and identifies a facility with an identical facility name, and all other information is identical, and all the information refers to the same physical building in the state or LGA.

## How a Facility Is Deleted

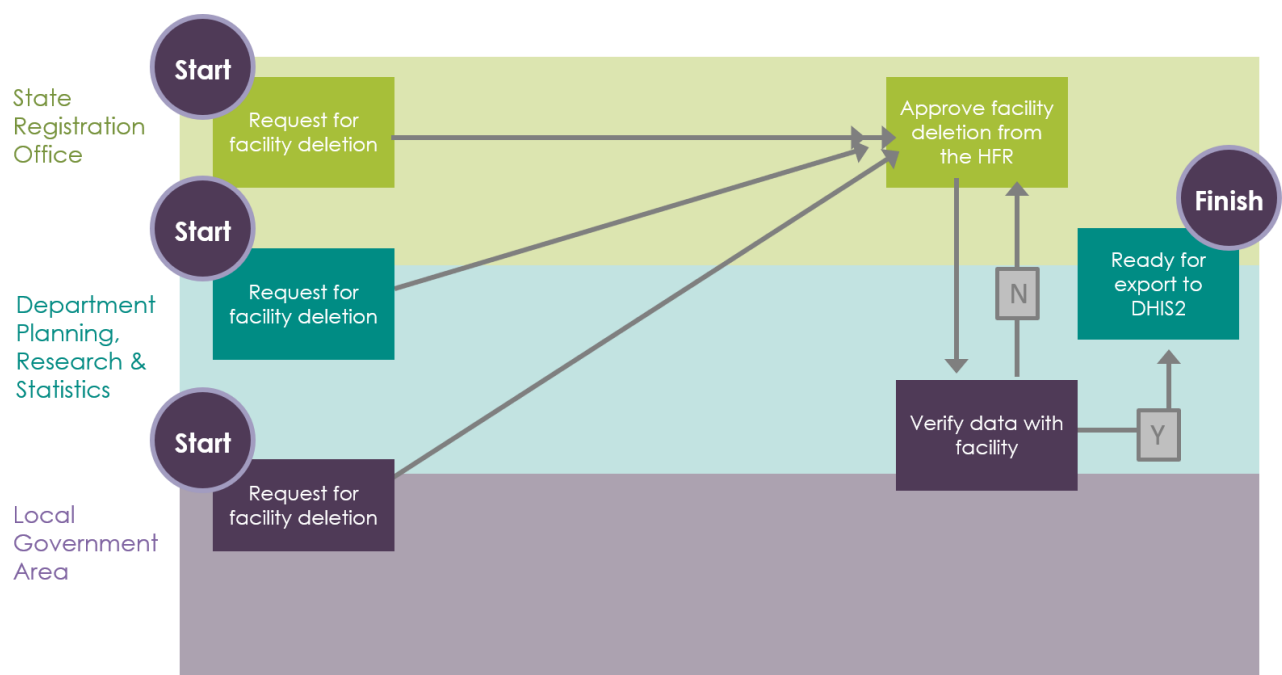
When a state office responsible for registration receives an HFR alert or receives a request from the state or LGA to delete a facility due to any of the reasons listed above, the office will follow the procedures in place to verify that the request received reflects the true picture on the ground. When the state registration office verifies that one of the three conditions above is true, the deletion of the facility record from the HFR is warranted. These steps will be followed to update the HFR to remove the facility record:

- All HFR users (SFRO, SDPRS, LGA) with delete permission can submit a change request for a facility deletion.
- The HFR will notify the SFRO that a change request has been submitted.

- The SFRO will review the facility information reported by checking the facility documentation to determine whether the facility is either a duplicate or it does not exist. The office may need to do a field inspection visit for verification of the physical presence of the facility if the issue cannot be resolved by reviewing the documentation in their offices.
- Once the SFRO determines that the facility needs to be deleted, it will approve the request submitted.
- Once the facility deletion is approved, the HFR will transmit this information to all other offices in a state that need to have details about health facility status changes.
- State and LGA offices that have been notified about the update of the facility information in the HFR will log in to the HFR, verify the facility information, and update their respective physical documents, including paper registers, if any are maintained. If the state or LGA identifies any issue or discrepancy about the updated facility information, it will inform the SFRO. The SFRO will check the record in the HFR to confirm the reported discrepancy. If the SFRO concurs that there is indeed a need for an update, the facility information will be updated using established procedures for facility updates.
- The state/LGA will continue to conduct regular facility monitoring and will inform the SFRO if there are any observed changes at the facility.

Figure 8 presents the workflow showing a request to delete a facility record, which may be done at all levels.

**Figure 8. Deleting a facility record**





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