



Professional Health Services Mapping

Indicator Guide

2023

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SUMMARY

The Professional Health Services Mapping Project Indicators will be divided into three (3) main categories: facilities, services, and human resources.

1. **Facilities:** this includes facilities owned, managed and/or operated by the National Society, or those within which medical and health professionals employed by the National Society (not as volunteers) provide professional, clinical health services (as defined in the [Services](#) section).
2. **Services:** this includes all services provided by medical and health professionals employed by the National Society (not as volunteers), within RCRC facilities or others. In the case of facilities owned and operated by other entities (e.g. a public hospital run by a government), only those services provided by National Society staff will be recorded. **This therefore excludes activities related to First Aid, Community-Based Surveillance (CBS), WASH or other activities and services provided by individuals who aren't health professionals and clinicians, or who provide these services as volunteers.**
3. **Human Resources:** medical and health professionals employed by the National Society, **who provide their services as such, and not as volunteers. This also excludes staff members who are health professionals but perform non-health/medical duties** (e.g., a qualified nurse working in an administrator or in financial management).

The definitions in this document are based on by WHO and are meant to encompass practices and terminology in use across the Network.

FACILITIES

All health facilities that have a permanent physical location and provide *professional, clinical* medical services. This does not include mobile units (for mobile units, refer to this [form](#)).

Primary Health Care Centre or Clinic

Facilities usually serving as first point of contact with the health system and includes general, ambulatory medical care for common illnesses and injuries. These provide basic, routine forms of care, including diagnosis, triage, referral, and treatment of minor conditions, usually without overnight stay. Health promotion and disease prevention activities are also a part of primary care.

I. Medical practices

Facilities providing general medical services, without a specific focus on a particular type of condition or treatment. Can also be called: GP practice/surgery, Family Doctor, Primary healthcare centre, family health centre.

II. Dental practices

Facilities providing general dentistry and oral surgery services, including diagnosis, prevention, management and treatment of conditions and diseases of the mouth, teeth, and gums.

III. Other health care practitioners

Facilities providing any other services that don't correspond to the previous categories.

Hospital

Facility providing specialized ambulatory medical services (beyond primary level of care), including outpatient and inpatient services, excluding general long-term care (see "[residential long-term care facilities](#)"). This includes general hospitals, as well as those with unique, specialist services or areas of care (such as eye hospitals - see "[specialized hospitals](#)") and teaching hospitals.

I. General Hospital (secondary health care)

This encompasses licensed establishments that are primarily engaged in providing general diagnostic and medical treatment (both surgical and non-surgical) to inpatients with a wide variety of medical conditions including and beyond a primary level of care.

Secondary care is specialist care provided on an ambulatory or inpatient basis, usually following a referral from primary care.

Examples

- General acute care hospitals,
- Community, county, and regional hospitals (other than specialized hospitals),
- Teaching hospitals, university hospitals (other than specialized hospitals).

II. Specialised Hospital (non-mental health)

These consist of licensed establishments that provide tertiary healthcare, that is highly specialised and above that at secondary healthcare.

Tertiary care includes highly specialized services in ambulatory and hospital settings or in a facility that has personnel and facilities for advanced medical investigation and treatment.

III. Mental Health Hospital

This item comprises licensed establishments that are primarily engaged in providing diagnostic, treatment and monitoring services to inpatients who suffer from severe mental illness or substance abuse disorders.

Pharmacies/Dispensaries

A facility or service within a facility responsible for the preparation and dispensation of drugs and medicine.

Residential long-term care facilities

This includes facilities that are primarily engaged in providing residential long-term care that combines nursing, supervisory or other types of care as required by the residents. In these establishments, a significant part of the care provided is a mix of health and social services, with the health services being largely at the level of nursing care, in combination with personal care services. The medical components of care are, however, much less intensive than those provided in hospitals.

I. Long-term nursing care facility

This subcategory comprises establishments primarily engaged in providing residential long-term care that combines nursing, supervisory or other types of care as required by the residents.

Examples

- Convalescent homes or convalescent hospitals (other than mental health and substance abuse facilities);

- Homes for the elderly with nursing care;
- Palliative care establishments for the terminally ill;
- Nursing homes;

II. Mental health and substance abuse facility

This includes residential establishments (not hospitals) that are primarily engaged in providing, in an inpatient setting, domiciliary services for persons diagnosed with mental or substance abuse illnesses (e.g. group homes, intermediate care facilities). These facilities provide mental health care, though the focus is on room and board, protective supervision and counselling. Health care services may be available at these establishments, in addition to counselling, mental rehabilitation and support.

Examples

- Residential mental illness treatment facilities;
- Mental health and substance abuse facilities;
- Alcoholism or drug addiction rehabilitation facilities (other than licensed hospitals);
- Mental health convalescent homes or hospitals;
- Day and night care institutions providing, for a limited time, long-term nursing, including personal care for persons with mental illness such as dementia, etc.

Cross-references

- Establishments that are primarily engaged in providing residential nursing and rehabilitative services for individuals other than those diagnosed with mental illness, for example, for oncology rehabilitation or geriatric rehabilitation, are classified under [Long-term nursing care facilities](#) or [Other residential long-term care facilities](#).

III. Other residential long-term care

This category includes the provision of residential and health care services in organisations classified neither as long-term nursing care facilities, nor as mental health and substance abuse facilities.

Professional Training Facilities

A facility dedicated to the training of medical professionals; this can include professional training facilities for medical and nursing students, and licensed professionals.

This excludes training activities aimed at volunteers (even those who are medical professionals) and First Aid.

I. Paramedics/EMT training facilities

Training facility for health professionals providing emergency medical services, including those in ambulances and vehicles transporting patients who require emergency care. This does not include training for volunteers.

II. Nursing Schools

Training facility for professionals who provide services linked to the promotion of health, prevention or treatment of illnesses or care for patients of all ages, working independently or under the supervision of or in support to physicians and surgeons.

III. Other training facilities

Training facilities for health and medical professionals (non-volunteers) which do not fit in the categories above, including ERU training facilities.

Blood centres or banks

A place where blood is collected from donors, typed, separated into components, stored, and prepared for transfusion to recipients (centres are not required to do all the above steps). This refers to free-standing facilities that are not part of a health facility (e.g. hospital). If the National Society provides blood services within a larger facility, please indicate this as part of the services list of this facility.

Ambulance stations

Ambulance stations are permanent, fixed structures designated for the dispatch of ambulances for emergency medical assistance. They are designated structures where ambulances are kept and localized. This might include road vehicles, boats, helicopters.

I. Ambulance Type A

Ambulance designed and equipped for the transport of patients who are not expected to become emergency patients (for example patient transfer from a hospital to a residential facility). Two types of patient transport ambulance exist:

- Those suitable for transport of a single patient,
- Those suitable for transport of one or more patient(s) (on stretcher(s) and/or chair(s)).

II. Ambulance Type B

Ambulance designed and equipped for the transport, basic treatment, and monitoring of patients.

III. Ambulance Type C

Ambulance designed and equipped for the transport, advanced treatment (e.g., able to provide advanced life support), and monitoring of patients (e.g., Mobile intensive care unit).

Specialized service centre

Non-tertiary facilities that focus on a specific condition or a specific form of treatment, such as dialysis, rehabilitation, or Traditional, Complementary and Alternative Medicine (TACM).

Qualifiers

This refers to follow-up questions that appear when certain types of facilities are selected. They refer to aspects of the facilities that provide additional, useful information on the facilities and the services they provide. This includes, for example, questions about the presence of in-patient or warehousing capacity

I. In-patient capacity

This refers to the capacity of a facility to keep patients overnight, for treatment or observation, on their premises. This is quantified through the maximum number of beds that can be made available. The follow-up question is therefore about the maximum number of beds, not the current level of occupancy.

II. Isolation rooms

This refers to a room or space within a health facility that allows for patients with certain medical conditions to be kept separately from other people while they receive treatment. This might include rooms with airflow control to prevent the spread of airborne particles. The follow-up question is also about the maximum number of beds, not the current level of occupancy.

III. Warehousing capacity

This refers to a space, building or any type of facility that can be used for the safe storage of medical equipment and other non-heat sensitive items used for the provision of medical and health services. This does not include heat-sensitive items or material, such as vaccines or medicine (see [Cold chain supply](#)).

IV. Cold chain supply

This refers specifically to the presence of temperature-controlled storage rooms or facilities, where heat-sensitive items, such as vaccines, insulin or other forms or medicine or components, can be safely stored.

SERVICES

This list includes key clinical services. It is not meant to be exhaustive, but to provide a sufficiently comprehensive picture of a National Society's capacity. Therefore, you might find that some services provided by your National Society are not listed here.

General Medical Services

Provision of primary medical services not limited to any specific illness or population/age group. Usually, the first point of contact for patients, before potential referral to more advanced and specialised levels of care. These services are not limited to Primary Health Care centres and might be found in more advanced facilities, such as hospitals.

Outpatient Services

This includes triage, assessment, and basic treatment) with availability of all essential drugs for primary care as per national guidelines.

Outpatient care refers to any healthcare consultation, procedure, treatment, or other service that is administered without an overnight stay in a hospital or medical facility. Routine physical examinations with a primary care provider are one common type of outpatient care.

Minor trauma management and minor surgery

Treatment of minor trauma resulting of injuries (e.g., lacerations, cuts), without requiring a referral to a specialist or surgical intervention requiring a general anaesthetic. This can include procedures such as suturing.

Basic life support and stabilization of emergencies (prior to referral)

Non-invasive emergency procedures performed to assist in the immediate survival of a patient (e.g., CPR, stabilization of fractures, haemorrhage control)

Basic Laboratory Services

Collection and/or examination of material derived from the human body for the purpose of providing information for the diagnosis, prevention, or treatment of any disease or impairment (this includes point of care testing, and collection for referral to another level of care).

Referral capacity: referral procedures, means of communication, access to transportation
Transfer of care for a patient from one medical professional or facility to another by request.

Blood Services

The provision and management of services related to the safe collection, management, cleaning, transport, and transfusion of blood-related products. With regards to RCRC services this refers solely to Category A services (full blood service provision).

Donor screening and blood collection

Donor blood testing

Blood component preparation (including separation of blood products e.g., red blood cells, Plasma, Platelets)

Blood product distribution (logistics and transport of blood products)

Specialized medical services

Individual medical specialties, beyond primary care level, providing services within a specific field.

List of specialized services

HUMAN RESOURCES

To grasp the human capacity of your National Society, the following list provides definition on the various health professionals.

Doctors or Generalist medical practitioners

These are physicians including family and primary care doctors, who do not limit their practice to certain disease categories or methods of treatment and may assume responsibility for the provision of continuing and comprehensive medical care to individuals, families and communities. Although in some countries 'general practice' and 'family medicine' may be considered as medical specializations, these occupations should always be classified here. District paediatric doctors and district therapists are included in this category.

Nurses (professionals)

Nurses provide treatment, support and care services for people who are in need of nursing care due to the effects of ageing, injury, illness or other physical or mental impairment, or potential risks to health. They assume responsibility for the planning and management of care of patients, including the supervision of other health care workers, working autonomously or in teams with medical doctors and others in the practical application of preventive and curative measures. Nurses (professionals) include general practice nurses, district nurse, specialist nurse and nurse practitioners.

Midwife (professionals)

Midwives plan, manage, provide and evaluate midwifery care services before, during and after pregnancy and childbirth. They provide delivery care for reducing health risks to women and new-born children, working autonomously or in teams with other health care providers.

Paramedical practitioners

Health professionals who provide advisory, diagnostic, curative and preventive medical services more limited in scope and complexity than those carried out by medical doctors. They work autonomously or with limited supervision of medical doctors and apply advanced clinical procedures for treating and preventing diseases, injuries and other physical or mental impairments common to specific communities. Examples of occupations: advanced care paramedic, clinical officer (paramedical) and primary care paramedic.

Pharmacists

Health professionals who store, preserve, compound and dispense medicinal products and counsel on the proper use and adverse effects of drugs and medicines following prescriptions issued by medical doctors and other health professionals. This category includes dispensing chemist and retail pharmacists but is to the exclusion of pharmaceutical technician and assistant.

Specialist Physicians

Medical professionals with a specific area of focus/specialty. This list should reflect the specializations listed under "Specialized services".

Resident Doctors

These are qualified medical professionals who have not yet completed specialist training, otherwise known as:

- Junior doctors
- Residents
- Interns

Nursing Aid

Unlicensed assistive personnel are paraprofessionals who assist individuals with physical disabilities, mental impairments, and other health care needs with their activities of daily living. These professionals typically assist nurses with day-to-day care of the patients, including vital signs. Otherwise known as healthcare assistants.

Dentist

Licensed medical professionals who have completed dental school, who specialise in the diagnosis, prevention, management and treatment of conditions and diseases of the mouth, teeth, and gums.