Calculating Final Score for declaring Kayakalp Awards
(States with technical problems in getting "Mera Aspatal Scores)

1. Final score for declaring 'Kayakalp' awards is obtained by adding the following scores:
   a. Weighted Kayakalp score.
   b. Weighted "Mera Aspatal" score on cleanliness.
2. Weighted Kayakalp score is calculated by multiplying scores obtained in external assessment with the weightage (85%). For example, if a District Hospital scores 80% in external assessment, its weighted Kayakalp score will be:

   80 (external assessment score) x .85 (weightage)=68
3. Some states are facing technical problems in getting the 'Mera Aspatal" scores. As a short-term measure, they may consider the patients' feedback score obtained manually on a Five-point Likart Scale for the preceding quarter. Only One score, either 'Mera Aspatal score' or 'Manual PSS score' needs to be considered for declaring Kayakalp awards with an adequate sample size (Minimum of 30). Refer page 67 to 69 of 'Operational Guidelines for Quality Assurance in Public Health Facilities-2013', for sample questionnaire and calculating sample size.
4. Calculate attribute wise average scores.

S.NO	ATTRIBUTES	Average score
1	Availability of information in hospital (directional signages, registration counter, Laboratory, dispensary etc.)	3.2
2	Waiting time at registration	4.2
3	Behaviour and attitude of Hospital staff.	3.6
4	Amenities in waiting area (cleanliness of the toilet, chair, fan, drinking water)	3.2
5	Attitude and communication of doctors	4.1
6	Time spent by doctor on consulting, examination & counselling.	4.2
7	Availability of Lab and Radiology investigations	3.6
8	Promptness at Medicine distribution counter	2.8
9	Availability of drugs at the hospital dispensary.	4.2
10	Your overall satisfaction during the visit to the hospital.	3.8

5. Convert the average score of the attribute related to cleanliness (In the above case attribute No. 4 with average score of 3.2) into percentage.

   3.2/5 * 100=64%
6. Multiply this score in % with the assigned weightage (15% or 0.15).

   64 x 0.15=9.6.
7. Final score for Kayakalp Awards in this case will be:

   68 +9.6=77.6.