One interview to be completed **monthly** by **Operational Manager** or **Senior Professional Nurse**. Each column represents one mother (M1-M3).

Facility name:		Year:		Quarter (1,2,3,4)	

Background	M1	M2	M3	Comment
Mother's/ caregiver age's (in years)				
Baby's age (in weeks)				
Is the caregiver the biological mother? (Yes=1/ No=0)				

Scoring instructions
Score each question NA, 0, 1 or 2 as indicated below for each mother (M1-M4).

Category	Scoring	Requirements
Not applicable	NA	Does not apply to this assessment/ caregiver not sure.
Non-compliant	0	Answer is "**no**" (<50% compliance).
Partially compliant	1	Answer is "**partially**" (50 - 79% compliance).
Compliant	2	Answer is "**yes**" (80 - 100% compliance).

Nº	Questions	M1	M2	M3	Comments
	Date Seen:				
	Section A: Clinical Care				
1	While you were waiting to see the nurse, was the condition of your baby checked on?				
2	Did the nurse introduce himself/ herself to you?				
3	Did the nurse ask what the baby's problems are?				
4	Did the nurse check for signs of severe illness (fits, irregular breathing, fever, jaundice etc.)?				
5	Did the nurse ask about symptoms other than the problems you mentioned (e.g. diarrhoea, birth abnormalities etc.)?				
6	Did the nurse ask if you have been coughing or diagnosed with TB?				
7	Did the nurse ask about results of syphilis tests during pregnancy?				
8	Did the nurse ask if the baby had been tested for HIV?				
9	Did the nurse ask if you have had an HIV test?				
10	If mother HIV-infected: Do you know when to get the PCR results for your baby, what treatment to give (infant ART prophylaxis)?				
11	If mother HIV-infected: Did the nurse check your latest Viral Load?				
12	If mother HIV negative: Were you told when you should test again?				
13	Did the nurse use the Road-to-Health book to plot your baby's growth and show you how your baby is growing?				
14	Did the nurse ask how you are feeding your baby?				
15	Did the nurse give you any advice about how to feed your baby?				
16	Did the nurse check and update immunisations in the Road-to-Health book?				
17	Were you asked about your baby's development (well babies only)?				
18	Have you received a contraceptive method in addition to condoms?				
19	Did the nurse explain what illness your baby has (if any)?				
20	Did you receive information on how to give the treatment (if any)?				
21	Did the nurses tell you about signs that tell you that your baby might be sick or getting worse and what to do if that happens?				
22	Were you told when to bring your baby back to the clinic?				
A.	**Numerator: total score**				
B.	**Denominator: 22 - NA (not applicable items)**				
C.	**Section A Percentage score (A/B x 100)**	%	%	%	

Section B: Graded rating of mother's/ caregiver's experience of care					
Question	Possible responses	Possible rating	M1	M2	M3
1 To what degree do you feel you were attended to as soon as reasonably possible?	Very slow/ not reasonable =1 Reasonably soon = 2 As soon as possible = 3	1-3			
2 To what degree do you feel you were treated with respect during the consultation?	Disrespectful = 1 Fairly respectful = 2 Very respectful = 3	1-3			
3 To what degree did you feel the nurse gave you their full attention during the consultation?	Distracted/ not attentive = 1 Fairly attentive = 2 Very attentive = 3	1-3			
4 If yes, to what degree did you feel the computer was a distraction and disrupted your communication?	Very disruptive = 1 A bit disruptive = 2 Not disruptive/ neutral = 3 Enhanced the communication = 4	1-4 or n/a			
A. Numerator: total score					
B. Denominator: 13			13	13	13
C. Section B Percentage score (A/B x 100)			%	%	%
D. Total score (Average of {Section (A + B) / 2}					
E. Sign:					
F. Designation					
G. Recorded Score on Child Health Dashboard			□ Yes	□ Yes	□ Yes
H. Recorded Remedial Action on QIP			□ Yes	□ Yes	□ Yes