



<b>Facility Name</b>		<b>Month and Year:</b>	
<ul style="list-style-type: none"> <li>A minimum 2 (District) / 4 (Regional/Tertiary) Interviews to be conducted <b>monthly</b></li> <li>To be completed by the <b>M&amp;E Manager</b></li> <li>Mark each question NA/NC/PC/C as indicated below for each mother (M1 - M4)</li> </ul>			
<b>Not applicable (NA):</b>	Does not apply to the unit or individual assessment or not observed.		
<b>Non-Compliant (NC):</b>	<50% compliance		
<b>Partially Compliant (PC):</b>	50 - 79% Compliance		
<b>Compliant (C):</b>	80 - 100% Compliance		

*Identify a mother who has a baby/child who has been in the ward for a few days or is ready for discharge. Introduce yourself to the mother and ask her if you may interview her privately (away from the ward and the interview is confidential). The interview will describe her experience of care for her child. Prompt her with the following questions.*

N <sup>o</sup>	INDICATOR	M1	M2	M3	M4	Comment
1	Did the members of staff looking after your child introduce themselves to you – doctors, nurses, dieticians, OT etc?					
2	Did the staff orientate you to the layout of the ward, the mother's lodging etc.?					
3	Were you told how the ward functions in terms of doctors' rounds, medicine rounds, mealtimes, bathing times etc.?					
4	Did the staff explain to you the tubes, lines, equipment used on your child?					
5	Were you informed about how you could assist in the care of your child in the ward, feeding the baby, changing nappies etc.?					
6	Were you encouraged to stay with your child as much as possible?					
7	What have you been taught about washing your hands? (Mother can provide one correct answer - wash on entry, spray before touching baby, after changing nappy, going to the toilet )					
8	Were your child's condition/diagnosis and expected outcome discussed with you so you could understand & ask questions?					
9	Did anyone explain to you what treatment was given to your child and any possible complications from the treatment?					
10	Have the health workers taught you about signs that tell you that your child might be sick and what to do?					
11	Did anyone ask about your social background, marital status, education, number of children?					
12	Were you asked about your home circumstances – where you live, water source, electricity?					
13	Has anyone asked about your employment, family income, grants etc.?					
14	Were you asked about <u>your</u> health - TB, HIV status?					
15	Were you asked about your child's developmental milestones?					
16	Did anyone ask for your RtHB and tell you key messages about feeding, love & play					
17	Were you involved in any decision-making? Were you informed when any procedure was undertaken and was consent taken for all invasive procedures?					
18	Were you given the opportunity to be present when procedures were performed on your child?					
19	Were you given the opportunity to administer oral medication to your child in the ward?					
20	Did anyone ask you if you thought that your child suffered any pain and was pain medication administered?					
21	Did you think you child needed to see the dietician and were you referred appropriately?					

N°	INDICATOR	M1	M2	M3	M4	Comment
22	Did you think you needed to see the social worker and were you referred appropriately?					
23	Were you referred to the physiotherapist/occupational therapist/member of the rehabilitation team?					
24	Did any member of the rehabilitation team teach you how to play with/ stimulate your child?					
25	Was your child encouraged to play freely inside and outside with supervision?					
26	Were your child's siblings or other family members encouraged to visit?					
27	Was your child's father allowed to visit at all times?					
28	Do you feel you have received adequate supportive communication from the staff?					
29	Do you feel you have been treated with care and respect by the day and night staff during your time in the ward?					
30	Do you feel the staff listened to you and responded appropriately if you were concerned about your child?					
31	Do you feel the staff listened to you and responded appropriately if you were concerned about yourself?					
32	Do you feel the staff listened to you & responded appropriately if there was conflict between mothers or another patient					
33	Do you feel the staff listened to you & responded appropriately if you asked them to explain anything to your family?					
<b>Scores:</b>		%	%	%	%	
(Total scores and divide by no. of mothers interviewed) <b>Monthly Ave.</b>						

<b>Mother 1 Scoring</b>	NA =	NC =	PC =	C =
	NA x 2 =			C x 2 =
	A: PC + (C x 2) =		B: 66 - (NA x 2) =	
	A / B =		X 100 = %	
<b>Mother 2 Scoring</b>	NA =	NC =	PC =	C =
	NA x 2 =			C x 2 =
	A: PC + (C x 2) =		B: 66 - (NA x 2) =	
	A / B =		X 100 = %	
<b>Mother 3 Scoring</b>	NA =	NC =	PC =	C =
	NA x 2 =			C x 2 =
	A: PC + (C x 2) =		B: 66 - (NA x 2) =	
	A / B =		X 100 = %	
<b>Mother 4 Scoring</b>	NA =	NC =	PC =	C =
	NA x 2 =			C x 2 =
	A: PC + (C x 2) =		B: 66 - (NA x 2) =	
	A / B =		X 100 = %	

In Discussion with the Unit:	
<b>Gaps Identified:</b>	
<b>Action Plan:</b>	

Assessed by:			
<b>Sign:</b>		<b>Print:</b>	
		<b>Desig:</b>	