



Date:		Unit:	
<ul style="list-style-type: none"> • 2 (district) / 4 (Reg/Tert) Interviews to be conducted monthly • To be completed by the M&E manager • Mark each question NA/ NC/PC/C as indicated below for each mother (M1-M4) 			
Not applicable (NA):	Does not apply to the unit or individual assessment or not observed.		
Non-Compliant (NC):	<50% compliance		
Partially Compliant (PC):	50-79% Compliance		
Compliant (C):	80-100% Compliance		

	INDICATOR	M1	M2	M3	M4	Comment
1.	Was your baby placed on your chest immediately after birth and covered with a towel /cap?					
2.	Were you and your baby called by your names?					
3.	Were you introduced to the staff & orientated to the layout of the ward & routine, involvement in baby's care, lodging facilities etc					
4.	Were your baby's condition/ diagnosis and expected outcome discussed with you so you could understand & ask questions?					
5.	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)					
6.	Did the staff explain tubes, lines and equipment used on your baby and the treatment he/she was receiving?					
7.	Were you involved in any decisions regarding the care of your baby?					
8.	Were you encouraged & supported to be with your baby as often as possible?					
9.	Were you encouraged to hold your baby/ breast feed during any procedures? Did they offer any breast milk/sucrose if not possible?					
10.	Were you taught how and given the opportunity to administer oral medication to your baby?					
11.	Were you helped to put your baby skin to skin on your chest in the first couple of days & are you helped to do this every day?					
12.	When you feed your baby do you feed him in the incubator or on your chest/holding him? (Compliant if fed on chest)					
13.	What have you been taught about expressing milk? (Press around areola-not rub with thumb and empty the breast)					
14.	What have you been taught about breast feeding? (Mother can explain benefits of breast feeding, how long to breast feed at home & how to seek help.)					
15.	Do you know you and your baby's HIV status?					
16.	If yes & positive-Do you know when to get the results for your baby, what treatment to give (Within 1 week, Nevirapine for 6 wks) & how to feed baby? (exclusive 6mths-continue for 12 mths)					
17.	If yes & negative- When should you be retested? (Every 3mths)					
18.	Have you registered the birth of your baby?					
19.	Have you been taught about signs that tell you that your baby might be sick and what to do? (Blue/yellow colour, vomiting, limpness, fast/no breathing/sats<90-call nurse/doctor.					
20.	Have you been given a Road to Health Book and explained about its use and importance and when to immunise your baby?					
21.	Was your baby's father allowed to visit at all times?					
22.	Were your children & family members allowed to visit you?					
23.	Do you feel you have received adequate supportive communication from the staff?					
24.	Do you feel you have been treated with care and respect during your time in the nursery by day and night staff?					

	INDICATOR	M1	M2	M3	M4	Comment
25.	Do you feel the staff listened to you and responded appropriately if you were concerned about your baby?					
26.	Do you feel the staff listened to you and responded appropriately if you were concerned about yourself?					
27.	Do you feel the staff listened to you & responded appropriately if there was conflict between mothers or another patient?					
28.	Do you feel the staff listened to you & responded appropriately if you asked them to explain anything to your family?					
Scores		%	%	%	%	
(Total scores and divide by no. of mothers interviewed) Monthly Ave.						%

Mother 1 Scoring	NA=	NC=	PC=	C=
	NAx2=			Cx2=
	A: PC + (Cx2) =		B: 56 - (NAx2)=	
	A / B =		X 100 = %	
Mother 2 Scoring	NA=	NC=	PC=	C=
	NAx2=			Cx2=
	A: PC + (Cx2) =		B: 56 - (NAx2)=	
	A / B =		X 100 = %	
Mother 3 Scoring	NA=	NC=	PC=	C=
	NAx2=			Cx2=
	A: PC + (Cx2) =		B: 56 - (NAx2)=	
	A / B =		X 100 = %	
Mother 4 Scoring	NA=	NC=	PC=	C=
	NAx2=			Cx2=
	A: PC + (Cx2) =		B: 56 - (NAx2)=	
	A / B =		X 100 = %	

In Discussion with the Unit:	
Gaps Identified:	
Action Plan:	

Assessed by:			
Sign:		Print:	
		Desig:	