



1. Feedback on knowledge gained and clinical observation:
 - a. Ask the participants whether they have each completed the clinical observation exercise? (They must have completed each clinical observation by the end of the Well baby component)
 - b. Ask the participants about anything new they have learnt?
 - c. How did the practice in your hospital compare with what was taught?
 - d. Average the scores from each participant in order to assess the general compliance of your hospital. (Can be completed once all observations have been submitted).
2. Comments on videos: Ask the participants for their impressions of what they saw in the video.
3. Link to KZN tools:
 - a. Discuss the 3 KZN tools
 - i. Monthly maternal interviews –term and sick
 - ii. Palliative care guideline
 - iii. Communication guideline
 - b. Are these tools in regular use in the facility?
4. Questions:
 - a. What quality gaps regarding nurturing care and communication in your hospital have you noticed?
 - b. What are your concerns and possible solutions? Identify one simple thing you can change that would improve the care in your facility.
5. Take home messages: Ask participants what are their take home messages? Share the following if they have not been raised:
 - a. Families need to be involved in the care of and decision making for mothers and newborns.
 - b. Communicate with and treat the mother and newborn with respect and without judgement, as if they were your own family.
 - c. Health workers need to be sensitive to the differences between their own cultural backgrounds and the backgrounds of the mother and family
 - d. The care a baby receives in the first months of life determine their long term growth and development
 - e. Palliative care begins on admission and aims to relieve all health related suffering including acute, long and terminal health conditions
6. Complete the practical exercise
7. Complete the knowledge check
8. Ask each participant to exchange their answers with another and mark the knowledge checks together. Then gather the knowledge checks and capture each participants score on the course register.

