



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)
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Background	M1	M2	M3	Comment
Mother's/ caregiver age's (in years)				
Child's age (in months)				
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 child checked on?				
2	Did the nurse introduce himself/ herself to you?				
3	Did the nurse ask what the child's problems are?				
4	Did the nurse ask about signs of severe illness (being unable to drink, vomiting everything or having fits)?				
5	Did the nurse ask about symptoms other than the problems you mentioned (e.g. cough, fever, diarrhoea, ear problem)?				
6	Did the nurse use the Road-to-Health book to plot your child's growth and show you how your child is growing?				
7	Did the nurse use a measuring tape around your child's arm?				
8	Did the nurse take off the child's shoes and feel both feet?				
9	Did the nurse ask how you are feeding your child (if <2yrs old)?				
10	Did the nurse give you any advice about how to feed your child according to his/ her age (if <2yrs old)?				
11	Did the nurse ask if the child had been tested for HIV?				
12	Did the nurse ask if you have had an HIV test?				
13	Did the nurse feel in the child's armpits, neck and groin for any glands?				
14	Did the nurse look in the mouth for thrush?				
15	Did the nurse ask if the child has been in contact with a person with TB?				
16	Did the nurse check and update immunisations in the Road-to-Health book?				
17	Were you asked about your child's developmental milestones (well children only)?				
18	Did the nurse ask about your own (the mother's) health?				
19	Did the nurse explain what illness your child 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 child might be sick or getting worse and what to do if that happens?				
22	Were you told when to bring your child back to the clinic?				

A. Numerator: total score			
B. Denominator: 22 - NA (not applicable items)			
C. 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			<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes
H. Recorded Remedial Action on QIP			<input type="checkbox"/> Yes	<input type="checkbox"/> Yes	<input type="checkbox"/> Yes