



Facility Name		Month and Year:	
<ul style="list-style-type: none"> A minimum 2 (District) / 4 (Regional/Tertiary) Interviews to be conducted monthly To be completed by the M&E Manager Score for each mother (M1 - M4): NA, 0= non-compliant, 1= partially compliant, 2= compliant as indicated below Record final thematic and monthly average scores on the annual score sheet 			
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		

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 ^o	INDICATOR	M1	M2	M3	M4
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.?				
Orientation, ward layout and functioning totals:					
4	Were you asked about <u>your</u> health - TB, HIV status?				
5	Were you asked about your child's developmental milestones?				
6	Did anyone ask for your RtHB and tell you key messages about feeding, love & play				
Health and developmental history totals:					
7	Did anyone ask about your social background, marital status, education, number of children?				
8	Were you asked about your home circumstances – where you live, water source, electricity?				
9	Has anyone asked about your employment, family income, grants etc.?				
Assessment of social, environmental, and household factors totals:					
10	Were your child's condition/diagnosis and expected outcome discussed with you so you could understand & ask questions?				
11	Did anyone explain to you what treatment was given to your child and any possible complications from the treatment?				
12	Have the health workers taught you about signs that tell you that your child might be sick and what to do?				
Clinical information, diagnosis and treatment explanation totals:					
13	Were you informed about how you could assist in the care of your child in the ward-feeding the baby, changing nappies, giving oral medication etc.?				
14	Were you encouraged to stay with your child as much as possible?				
15	Were you informed when any procedure was undertaken, did you give consent and were you given an opportunity to be present during the procedure?				
16	Were you present during the medical ward round and were you included in any decision-making?				
17	Was your child's father allowed to visit at all times and were siblings or other family members encouraged to visit?				
Family integrated care totals:					
18	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)				
Infection Prevention, Safety & Hygiene totals:					

N°	INDICATOR	M1	M2	M3	M4
19	Were you taught how to know if your child is in pain and what to do about it?				
20	Do you think your child's pain was managed quickly and effectively?				
Pain Assessment & Pain Management					
21	Was a Multidisciplinary Team (Rehab team, dietician, social work, psychology etc.) involved in the care of your child and do you think the referrals were appropriate?				
Referrals to the Multidisciplinary Team totals:					
22	Was your child encouraged to play freely inside and outside with supervision?				
23	Were you taught how to play with/stimulate your child while admitted?				
24	Was your child able to continue with schoolwork while in hospital?				
Child Stimulation & Play totals:					
25	Do you feel you have been treated with care and respect by the day and night staff during your time in the ward?				
26	Do you feel the staff listened to you and responded appropriately if you were concerned about your child or yourself?				
27	Was all information communicated to you and your family in a language and way that you could understand and were you encouraged to ask questions?				
Communication, Respect & Staff Responsiveness totals:					
28	Have you been given the option to care for your child at home or a hospital closer to home?				
29	Are you confident to continue caring for your child at home (medication, pain, when and where to seek help, complications etc.)?				
30	Did you participate in drawing up an Advance Care Plan for your child?				
Palliative Care and Long-Term Health Conditions (LTHC) totals:					
A. Totals:					
B. Total possible score = 60 – (NA x2)					
Final percentage =A/B x 100					%
Monthly Average = Total scores and divide by no. of mothers interviewed					%

Bring forward totals for each theme. Total scores and divide by no. of mothers interviewed					
Theme:	M1	M2	M3	M4	Ave.
Orientation, ward layout and functioning totals:					%
Health and developmental history totals:					%
Assessment of social, environmental, and household factors totals:					%
Clinical information, diagnosis and treatment explanation totals:					%
Family integrated care totals (FIC):					%
Infection Prevention, Safety & Hygiene totals:					%
Pain Assessment & Pain Management					%
Referrals to the Multidisciplinary Team totals:					%
Child Stimulation & Play totals:					%
Communication, Respect & Staff Responsiveness totals:					%
Palliative Care and Long-Term Health Conditions (LTHC) totals:					%

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

Assessed by:			
Sign:		Print:	
		Desig:	