SOP/Guide for Form 4: Assessment of Practices

Objective of the Tool

This tool should be used to assess whether the service providers in a health facilities are appropriately and adequately adhering to the essential, life-saving practices to be performed during childbirth. The 19 standards included under this tool indicate the essential practices as recommended under the Safe Childbirth Checklist.

Frequency of Completion of the Tool

Facility assessments using this tool should be conducted at least once every quarter.

Contents of Tool

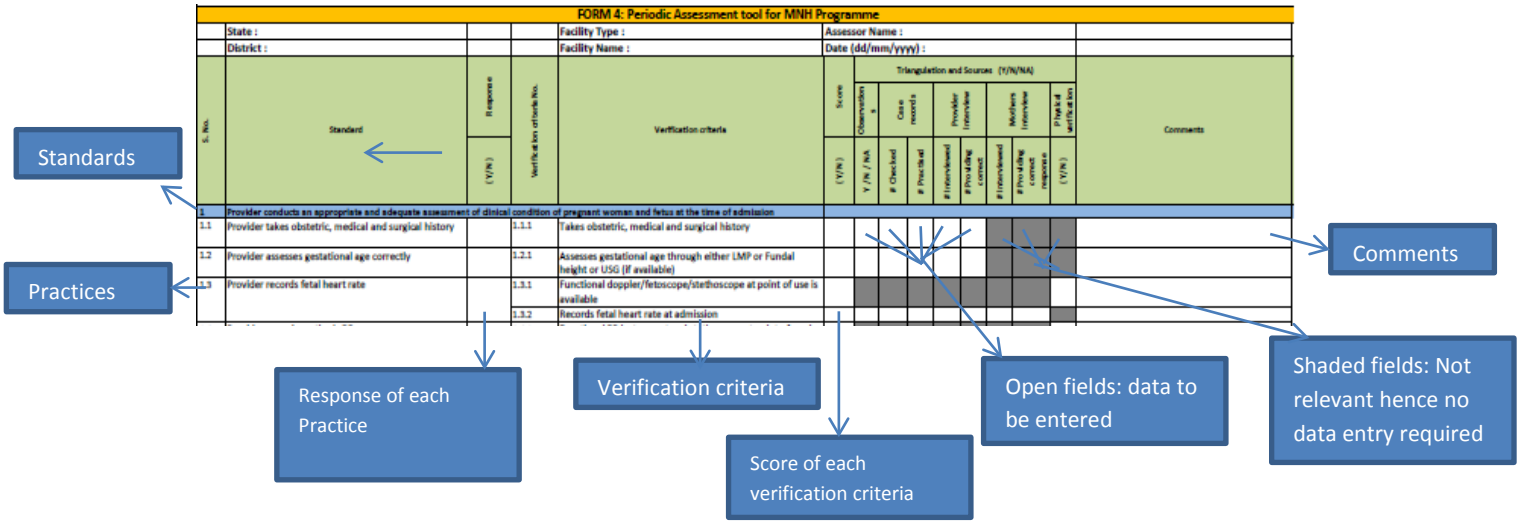
Tool comprises of the following sections:

- Facility details/Identifiers
- Standards, Practices & Verification criteria
- Triangulation methods

Facility Details/Identifiers:

Data Element	Explanation	Response
State	State name where facility exists	Write name of the State
District	District Name where facility exists	Write name of the district
Facility Name	Name of the facility	Write name of the facility
Facility Type	Type of the facility e.g. CHC, SDH, DH	Mention facility type, whichever applicable
Date of assessment	Date when assessment is done in DD/MM/YYYY format (e.g. 05/09/2012)	Write the date when assessment is done for the facility
Name of the assessor	Name of the person(s) who performed the assessment.	Write name of the assessor(s)

Snapshot of Tool



The tool contains total 19 standards focusing around quality of care in intrapartum and immediate post-partum period. Each standard contains a set of practices which should be followed in order to meet the standard.
Each practice can be verified by verification criteria/s which the assessor triangulates by either directly observing on clients or get demonstrated on models or triangulate through case records, providers` interviews, mothers` interviews and physical verification of the instrument(s)/equipment(s) required to perform practice. The cells of relevant triangulation methods for each verification criteria have been kept open for data entry. While the other methods which are not relevant for criteria have been shaded dark.

Data Element	**Explanation**	**Response**
Observation	**Observation of practices at facility**. • This can be done either by directly observing the practice of provider on clients (if available) or asking them to demonstrate skills on models. • If provider correctly performs the skills according to verification criteria, mark it as 'Y'. If provider is not able to practice correctly, then mark as 'N'. • If there are no cases for observation, the response will be NA and other triangulation methods will be applied. • Observation of any practice performed by provider has most priority. If the case is available at facility to observe, there is <u>no further</u> need to triangulate that practice through other methods	Y/N/NA
Case records	• Triangulation of relevant practice through case records should be done if the observation is not possible. • At least 5 case records need to be checked.	• Number of case records checked • Number of case records indicating the performance of practice
Providers interview	• Providers` knowledge is assessed by asking questions relevant to performing the practice/skill to be verified. • (E.g. Questions to ask for triangulating the recording BP at admission: What examinations you perform at time of admission? Probe further if BP is measured at admission, also ask to perform the procedure if performed) • Attempt should be made to interview maximum number of providers.	• Number of providers interviewed • Number of providers who correctly responded to the practice of verification criteria
Mothers interview	• Mothers admitted in facility are interviewed to assess the services they	• Number of mothers interviewed

	have received by provider. • (For e.g. Questions to ask for triangulation recording BP at admission: Whether provider tied cuff around arms and measured BP at admission?)	• Number of mothers responding which indicates performance of practice at facility
Physical Verification	• Availability of instruments/supplies is checked physically at intended point of use. • If available mark 'Y', if not available mark 'N'.	Y/N

Decision rules:

- Decision rule for triangulation criteria
  - If verification is possible by means of observation, no further triangulation is required. The relevant verification criterion is considered as 'Y' if the practice/skill observed is being correctly performed on the client. If observation is not possible, then go for further triangulation methods as below
  - For case records, 50% or more of checked case records should indicate that the practice is performed at the facility
  - For Provider interview, 100% provider(s) interviewed should correctly respond for the verification criteria to be considered as 'Y'
  - For Mothers interview, 50% or more mothers should provide a response indicating that the practice is being performed by providers on clients
  - For physical verification, the instruments/supplies should be physically checked at intended point of use.
- For a verification criteria to be considered as Y, all relevant triangulations for that particular criteria should indicate the performance of that practice or skill by provider
- For a practice to be considered as 'Y' in Response column, all the verification criteria under practice should have score of 'Y' in Score column.
- A standard will be scored either 0 or 1 depending on the responses. If the responses of all practices performed under a standards are 'Y' then standard will score 1 point. If one or more responses for practices under a standard is 'N', the standard scores 0 point.

Example of decision rule

FORM 4: Periodic Assessment tool for MNH Programme															
	State : Madhya Pradesh			Facility Type : DH		Assessor Name : Dr ABC									
	District : Hoshangabad			Facility Name : DH Hoshangabad		Date (dd/mm/yyyy) : 01/01/2015									
S. No.	Standard	Response	Verification criteria No.	Verification criteria	Score	Triangulation and Sources (Y/N/NA)									
						Observations	Case records		Provider interview		Mothers interview			Physical verification	
		(Y/N)			(Y/N)	Y / N / NA	# Checked	# Practised	# Interviewed	# Providing correct	# Interviewed	# Providing correct response		(Y/N)	
1	Provider conducts an appropriate and adequate assessment of clinical condition of pregnant woman and fetus at the time of admission														
1.1	Provider takes obstetric, medical and surgical history	Y	1.1.1	Takes obstetric, medical and surgical history	Y	Y									
1.2	Provider assesses gestational age correctly	N	1.2.1	Assesses gestational age through either LMP or Fundal height or USG (if available)	N	N									
1.3	Provider records fetal heart rate	Y	1.3.1	Functional doppler/fetoscope/stethoscope at point of use is available	Y									Y	
			1.3.2	Records fetal heart rate at admission	Y	NA	5	3	2	2	5	4			
1.4	Provider records mother's BP	N	1.4.1	Functional BP instrument and stethoscope at point of use is available	Y									Y	
			1.4.2	Records mother's BP at admission	N	NA	5	2	2	0	5	1			
1.5	Provider records mother's temperature	N	1.5.1	Functional thermometer at point of use is available	N									N	
			1.5.2	Records mother's temperature at admission	N	NA	5	4	2	0	5	0			

Interpretations

1. Verification criteria 1.1.1 : Observation was possible and the practice under observation was performed hence score = 'Y'. No further triangulation was required
2. Verification criteria 1.2.1: Observation was possible and practice under observation was not performed hence score = 'N'. No further triangulation was required.
3. Verification criteria 1.3.1: The instrument could be physically verifies at intended point of use, hence score = 'Y'
4. Verification criteria 1.3.2: Observation was not possible ('NA'), hence further triangulation was done
    a. 5 Case records checked, out of which 3 indicated practice was performed (i.e. more than 50%)
    b. 2 providers were interviewed and both gave correct response (i.e. 100%)
    c. 5 Mother interviewed, out of which 4 mothers response indicated that practice was performed (i.e. more than 50%)

    Since <u>all</u> triangulation methods indicate that practice is being performed at the facility, the score is 'Y'
5. Verification criteria 1.4.1 : The instrument could be physically verifies at intended point of use, hence score = 'Y'
6. Verification criteria 1.4.2: Observation was not possible ('NA'), hence further triangulation was done
    a. 5 Case records checked, out of which 2 indicated practice was performed (i.e. less than 50%)
    b. 2 providers were interviewed and both gave incorrect response (i.e. 0% or less than 100%)
    c. 5 Mothers interviewed, out of which 1 mother`s response indicated that practice was performed (i.e. less than 50%)

Since all triangulation methods do not indicate that practice is being performed, the score is 'N'

7. Final response for practice no. 1.2 is 'N' as verification criteria 1.1.2 is 'N'
8. Response for practice no. 1.4 is 'N' as verification criteria 1.4.2. is 'N'
9. Standard no. 1 will be scored as 0 as practice 1.2, 1.4 and 1.5 are 'N'

Points to note

- During assessment, the data for resource availability of supplies/instruments needs to be entered in both Assessment of resource availability (Form 2) as well as in Assessment of Practices (Form 4) under physical verification field. However, the assessor can fill Form 2 during assessment of resources Form 2 and can later copy the data in Form 4.
- Scoring on the standards should be done in Form 4 and the practices which are marked as 'N' should be enlisted (with reasons) at the end of assessment for action planning & discussion with concerned authority. The action plan has been attached below for reference