

Assessment tools for MNCH QOC Standards

Quality Management Directorate- Malawi



Outline

- Overview
- Tools
- Scoring
- Data entry & analysis
- Lessons learnt and next steps
- Demonstration of the excel platform



Overview

- Malawi successfully adapted WHO MNH and Paediatric QOC standards in 2019
- Developed assessment tools based on the standards
 - Inspired by assessment tools, scoring and survey approach used in accreditation programs
 - Malawi has been implementing COHSASA program for over 2 years now



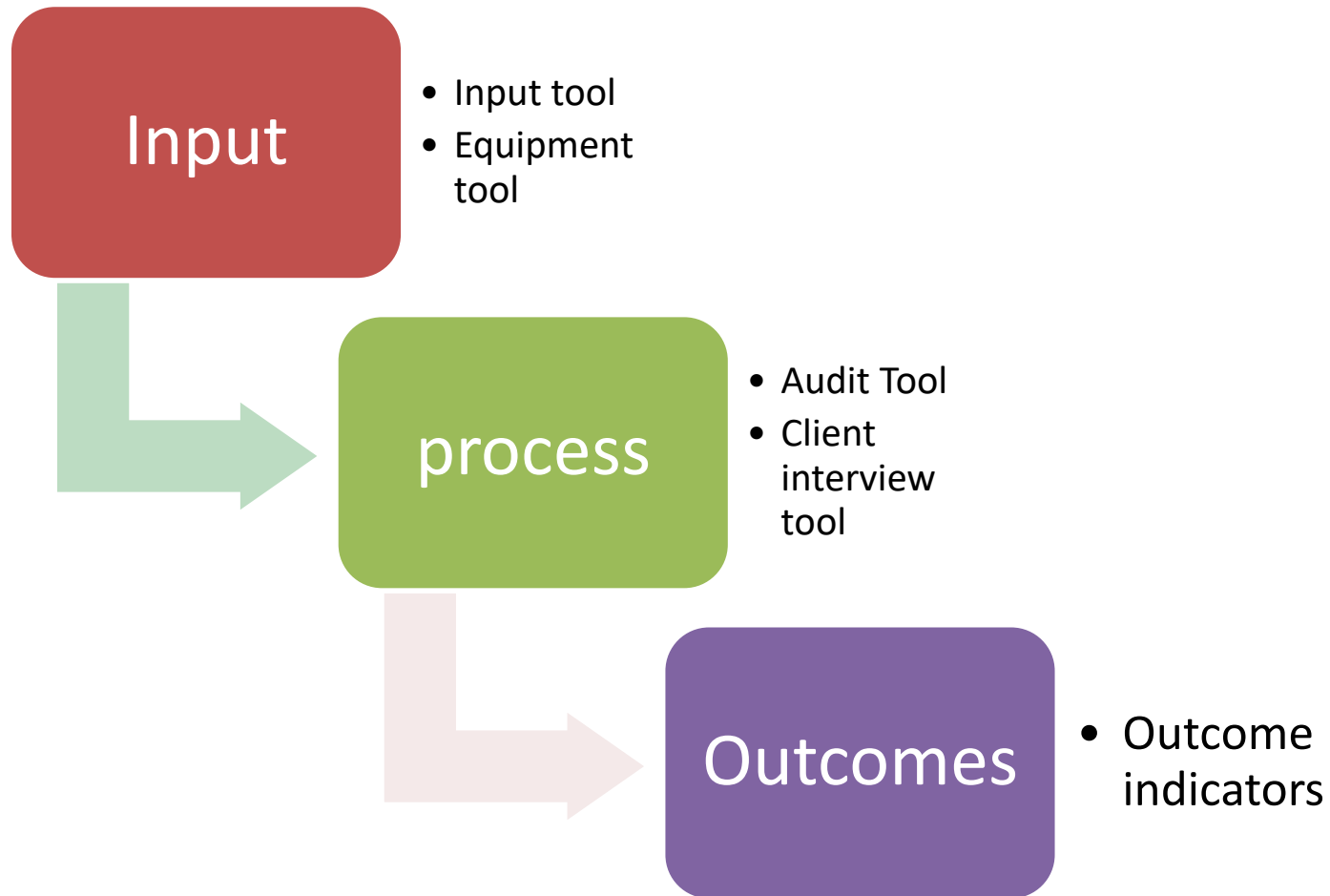
- The process was consultative involving health care providers from health facilities, national level staff and partners
- Piloted in few selected facilities and corrections made from the field visits
- The following partners supported the process technically and financially: WHO, UNICEF, GIZ, USAID-ONSE, White Ribbon Alliance



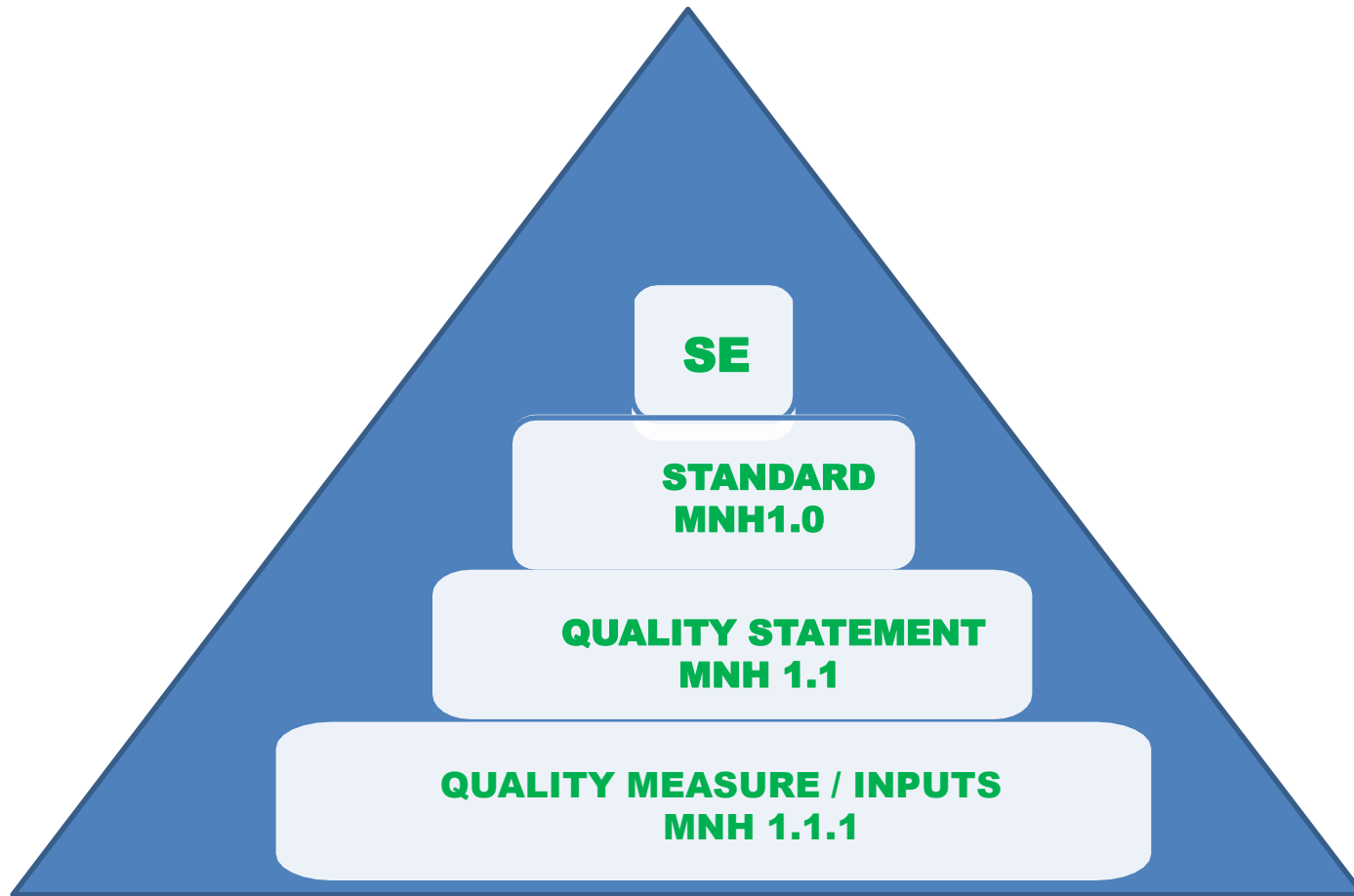
ONE OF THE CONSULTATIVE SESSIONS



Framework



Structure of the tool



Layout of the tools

Input tool

- Standard
- Overview
- Quality Statement
- Quality Measure
- References
- Scores
- Comments

Audit tool

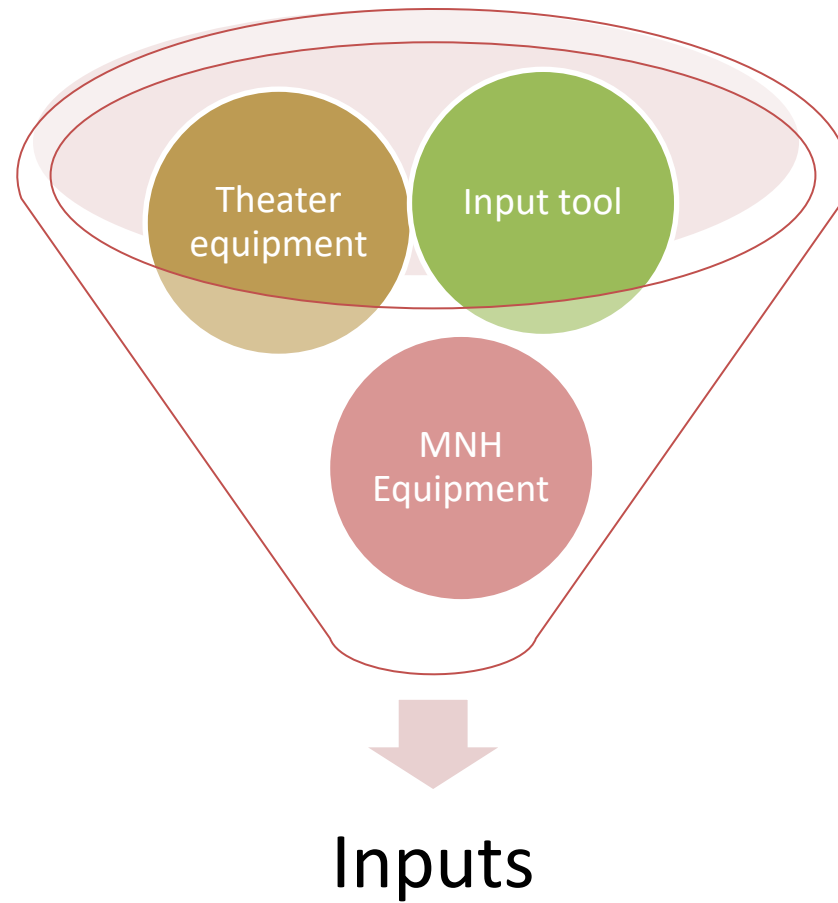
- **Standard**
- **Quality Statement**
- **References**
- **File Numbers**
- **Scores**
- **Comments**





INPUTS

Inputs assessments



INPUT TOOL

MNH INPUT TOOL JUNE 2020 rvd - Word (Product Activation Failed)

1.0 Evidence based practice for maternal and newborn routine care and management of complications.

OVERVIEW

Evidence based maternal and newborn care services fosters optimal outcome of mothers and newborns. Routine care and complication management that is offered to women should be supported by current evidence.

This standard ensures that quality ANC services are provided to all pregnant women at every single contact using the ANC Matrix and thorough assessments on admission, during labour and delivery using standard admission charts and Partographs. It is also critical to assess women and newborns after delivery following guidelines for early detection and management of complications. Mental health problems in pregnancy and the postnatal period are common, disabling and have a long term effect on both maternal and infant health therefore mental health assessments should be performed throughout the continuum of providing maternity

SERIAL#	QUALITY STATEMENT	SCORE	COMMENT		
MNH1.1a	All pregnant women receive antenatal care according to national guidelines				
SERIAL #	QUALITY MEASURES	SCORE	COMMENT	REFERENCE	
MNH 1.1.1a	written, up-to-date clinical protocols for ANC and management of complications in pregnancy in the maternity			<ul style="list-style-type: none"> o Revised WHO ANC guidelines o Integrated maternal and newborn training manual o Blood pressure protocols o Malaria in pregnancy o Anemia in pregnancy 	<ul style="list-style-type: none"> o Infections protocol o Bleeding protocol o Prematurity protocol o National reproductive health service delivery guidelines



EQUIPMENT TOOL

Table Tools MNH Equipment and Supplies - Hospital June 2020 - Word (Product Activation Failed)

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Table Pictures Online Pictures Illustrations

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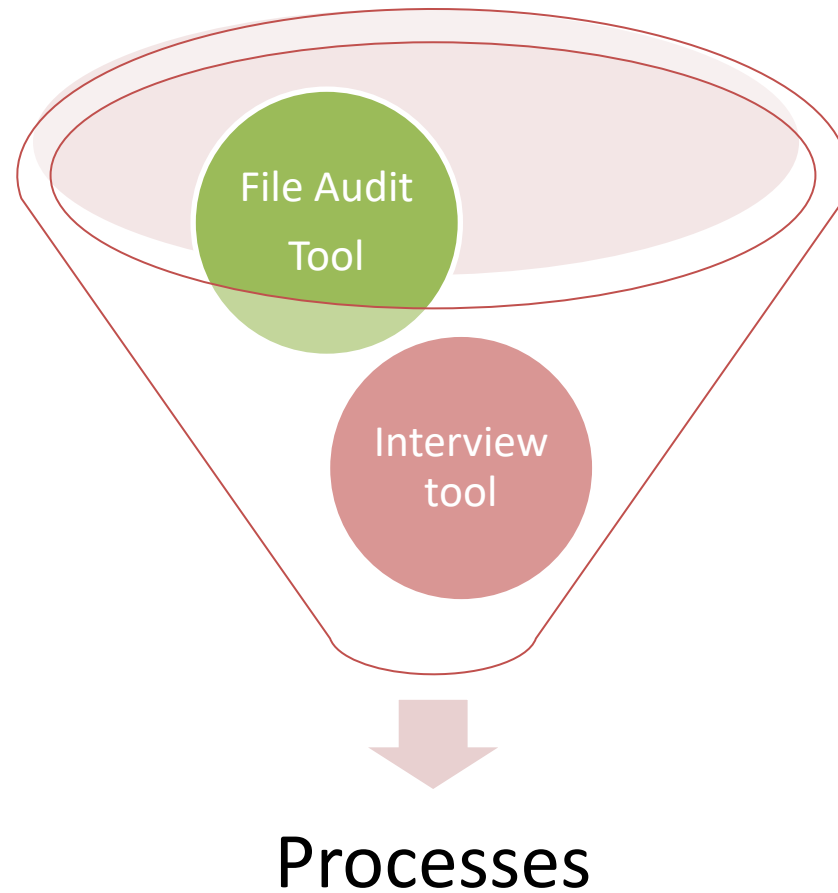
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MNH EQUIPMENT – DISTRICT HOSPITAL				
Maternity - Midwife Office		Number	Functional	Score
Office furniture				
1	Dustbin with cover			
1	Armchair, office			
2	Basic Chair, metal			
1	Cupboard, low, metal			
1	Desk, metal			
2	Kettle, boiling, 2 litres			
1	Dustbin with cover			
Maternity - Delivery Unit				
Domestic Equipment				
1	Pressure Lamp, paraffin, 400mm, 1.1 litres			
1	Electric Room Heater, wall mounted			
Medical Equipment /instruments/ furniture				
6	Delivery bed			
1	Mobile Light, operating			
1	Suction apparatus, foot operated			

Page 1 of 5 551 words 100%



Process assessments





FILE AUDIT TOOL

AUDIT TOOL

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STANDARD 1

MNH 1.0 Evidence based practice for maternal and newborn routine care and management of complications.

QUALITY MEASURE	ATTRIBUTES	REFERENCE	File no 1	File no 2	File no 3	File no 4	File no 5	TOTAL SCORE	COMMENT
MNH1.1a pregnant women receive antenatal care according to national guidelines	<ul style="list-style-type: none"> Comprehensive history 	<ul style="list-style-type: none"> Personal history Present obstetric history Past obstetric including previous complications Past gynecological history Past breastfeeding history Medical history Surgical history Drugs and Allergies Family history Social history (nutrition, intoxications) 							
	<ul style="list-style-type: none"> Physical examination 	<ul style="list-style-type: none"> Vital signs (BP, Temp, PR, RR) Pallor Cardiac and lung function Breast examination Liver examination Spleen examination Fundus <ul style="list-style-type: none"> SFH, Lie 							



Client interview

MNH CLIENT INTERVIEW.2docx - Word (Product Activation Failed)

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MINISTRY OF HEALTH MNH QOC CLIENT INTERVIEW FORM

NAME OF FACILITY.....

DATE OF INTERVIEW

QUALITY STATEMENT	QUALITY MEASURE	DATE OF INTERVIEW					AVERAGE SCORE
		PT 1	PT2	PT3	PT4	PT5	
MNH4.1 Women and their families receive sufficient information about the care and have effective interactions with staff to make informed decisions	Did you receive any/sufficient information about the expected costs of your treatment/hospitalisation?						
	Did your carers (doctor / nurses) introduce themselves to you?						
	When admitted, did you receive any/sufficient information about your proposed care, and the expected results of care?						
	Did you participate in the decisions regarding your priority needs to be met?						
	Do you know and understand how your condition will be managed?						

Scoring

1. **Compliant** [C] (expectations fully met)
2. **Partially compliant** [PC] (expectations at least half met)
3. **Not compliant** [NC] (expectations are not met to any significant degree)
4. **Not applicable** [NA] (the facility does not provide this service or level of service)



Meaning of scores

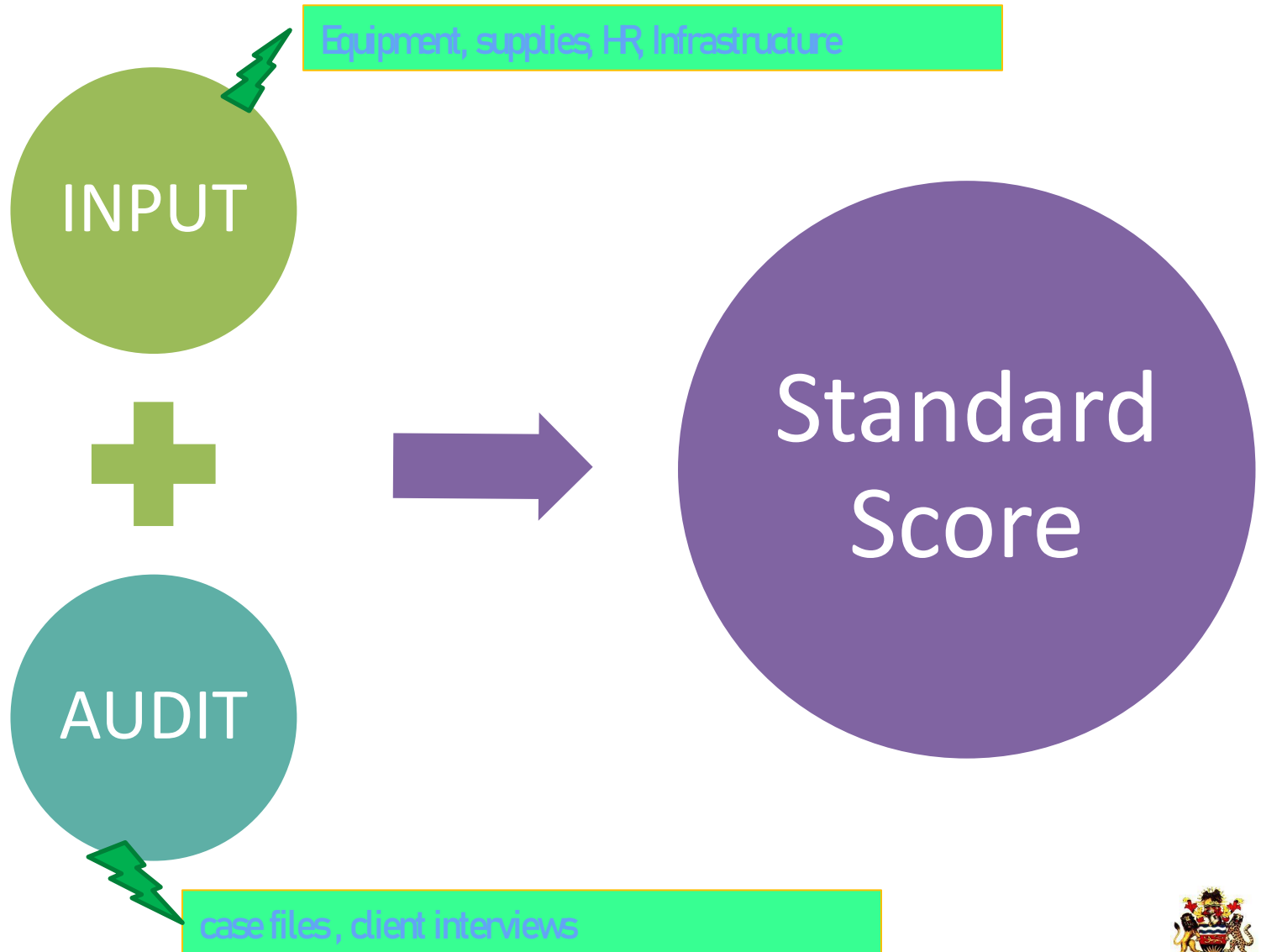
- If the standard demand presence of 10 delivery packs and all are available that input becomes ***compliant***
- If the standard demand presence of 10 delivery packs and only 7 are available that input becomes ***partially compliant***
- If the standard demand presence of 10 delivery packs and only 0-4 are available that input becomes ***Non-compliant***



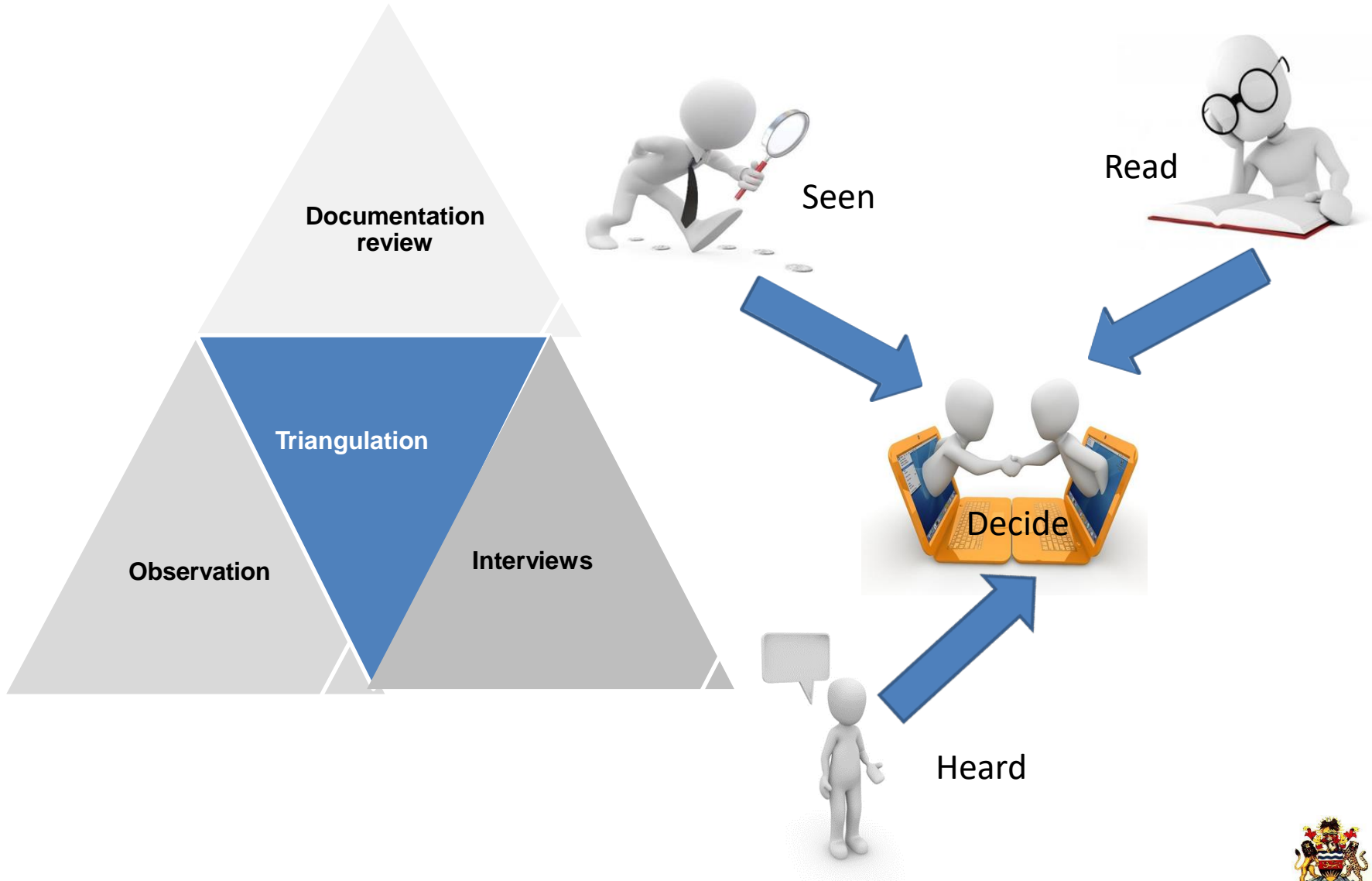
- If the standard demands presence of policy/guidelines and implementation and the guideline is present but lack implementation, the score becomes ***partially compliant***
- If there is implementation without the guidelines where the standards demands their presence the score becomes ***partially complaint***



Score Aggregation for a standard



Triangulation





DATA ENTRY AND ANALYSIS

This will be done electronically using excel

LESSONS LEARNT AND NEXT STEPS

- The tool is user friendly and can be used for self assessments by health facilities
- To review the tools based on the experiences
- Digitalize the tool





Demo of excel tool

<https://drive.google.com/file/d/11qWTzYgntiPvOMoTHqdOZy1tSQEfBh1U/view?usp=drivesdk>



FEEDBACK AND DISCUSSIONS

THANK YOU