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 Peadiatric 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
Structure of the tool

- Quality Measure / Inputs
  - Quality Statement
    - Standard
      - SE
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 assessments

- Theater equipment
- Input tool
- MNH Equipment

Inputs
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.

<table>
<thead>
<tr>
<th>SERIAL #</th>
<th>QUALITY STATEMENT</th>
<th>SCORE</th>
<th>COMMENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>MNH1.1a</td>
<td>All pregnant women receive antenatal care according to national guidelines</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SERIAL #</th>
<th>QUALITY MEASURES</th>
<th>SCORE</th>
<th>COMMENT</th>
<th>REFERENCE</th>
</tr>
</thead>
</table>
| MNH 1.1.1a | written, up-to-date clinical protocols for ANC and management of complications in pregnancy in the maternity |       |         | o Revised WHO ANC guidelines  
 o Integrated maternal and newborn training manual  
 o Blood pressure protocols  
 o Malaria in pregnancy  
 o Anemia in pregnancy |
|          |                  |       |         | o Infections protocol  
 o Bleeding protocol  
 o Prematurity protocol  
 o National reproductive health service delivery guidelines |
# MNH EQUIPMENT – DISTRICT HOSPITAL

<table>
<thead>
<tr>
<th>Maternity - Midwife Office</th>
<th>Number</th>
<th>Functional</th>
<th>Score</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Office furniture</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Dustbin with cover</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Armchair, office</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Basic Chair, metal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Cupboard, low, metal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Desk, metal</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 Kettle, boiling, 2 litres</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 Dustbin with cover</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| 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      |        |            |       |

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Process assessments

Processes

- File Audit Tool
- Interview tool
FILE AUDIT TOOL
**STANDARD 1**

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

<table>
<thead>
<tr>
<th>QUALITY MEASURE</th>
<th>ATTRIBUTES</th>
<th>REFERENCE</th>
</tr>
</thead>
</table>
| MNH1.1a pregnant women receive antenatal care according to national guidelines | - Comprehensive history | - 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) |
| | - Physical examination | - Vital signs (BP, Temp, PR, RR)  
- Pallor  
- Cardiac and lung function  
- Breast examination  
- Liver examination  
- Spleen examination  
- Fundus  
- SFH, |

| File no 1 | File no 2 | File no 3 | File no 4 | File no 5 | TOTAL SCORE | COMMENT |
# MINISTRY OF HEALTH
## MNH QOC CLIENT INTERVIEW FORM

<table>
<thead>
<tr>
<th>NAME OF FACILITY</th>
<th>DATE OF INTERVIEW</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>QUALITY STATEMENT</th>
<th>QUALITY MEASURE</th>
<th>PT 1</th>
<th>PT2</th>
<th>PT3</th>
<th>PT4</th>
<th>PT5</th>
<th>AVERAGE SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td>MNH4.1</td>
<td>Did you receive any/sufficient information about the expected costs of your treatment/hospitalisation?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Did your carers (doctor / nurses) introduce themselves to you?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td></td>
<td>When admitted, did you receive any/sufficient information about your proposed care, and the expected results of care?</td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Did you participate in the decisions regarding your priority needs to be met?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Do you know and understand how your condition will be managed?</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
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 compliant.
Score Aggregation for a standard

- **INPUT**
  - Equipment, supplies, HR, Infrastructure

- **AUDIT**
  - Case files, client interviews

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**Standard Score**
Triangulation

Documentation review

Triangulation

Observation

Interviews

Seen

Read

Decide

Heard

Heard

Seen

Read
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