

Feed the Future Ethiopia Community Nutrition Activity

Quarterly Facility Coaching Guide

May 2024

Region: _____ **Zone:** _____ **Woreda:** _____

Health center name: _____ **Date of visit:** _____

Coaches visiting the site

S.No	Names of coaches	Name of the institution	Responsibility	Signature

Quality improvement team members attended the meeting.

S.No	Names of QIT members	Role/Responsibility	Signature

Region: _____ Zone: _____ Woreda: _____

Health center name: _____ Date of visit: _____

I. General/System level – Structure to improve quality of nutrition services.

	Criteria Verify with document review – meeting minutes, plan, reports etc.	Response (Y/N)	Remark
1.	Is there a functional performance monitoring/QI team in the facility?		
2.	Is there an organogram that clearly shows the quality structure of the institution (QI unit with TOR, QI officers with Job description)?		
3.	Are there minutes from senior meetings showing evidence of QI discussion?		
4.	Is there annual quality management work plan for the current fiscal year?		
5.	Are there visual displays of data?		
6.	Are there QI related training logs?		
7.	Are there reports produced on review meetings that included quality related activities?		

II. Discussion with QI team

	Standards and Criteria Verify with document review – meeting minutes, plan, reports etc.	Response (Y/N)	Remark
Standard 1. Establishment of QI team			
1.1.	Does the facility have PMT/QI team with assigned focal person (<i>Check for the TOR and list of team members</i>)		
1.2.	Does the facility have sub-QI team under all case teams (e.g., ANC, labor and delivery, PNC, under five OPD/ Nutrition, EPI/GMP)		
1.3.	Is there a QI team member trained on Quality Improvement?		
1.4.	Does the facility have a team/ a person assigned for facility self-assessment or clinical audit?		
1.5.	Is the HC actively engaged in EPAQ as a lead HC or member HC?		
1.6.	Does the QI team have schedule for regular team meetings (<i>check for schedule & minutes</i>)		
1.7.	Does the QI team have minutes of the meetings (<i>check for schedule & minutes</i>)		
1.8.	Are all case team representatives, members of the PM/ QI team?		
1.9.	Are there practice of data analysis (<i>Check minutes, run chart etc.,</i>)?		
1.10.	Are there visual display of data?		
1.11.	Are there evidence of action plans/performance improvement plan (<i>Check minutes</i>)		
1.12.	Are feedback given to sub-QI teams (<i>Check minutes</i>)		
Standard 2. Client satisfaction assessment			
2.1.	Is client satisfaction exit interview conducted in the last quarter as part of HC KPI?		
2.2.	Is the exit interview result is used as an input for their quality improvement process?		
Standard 3. Nutrition referral service/linkage between health post and health centers.			
3.1.	Does health post use standard referral slip/referral form to refer clients?		
3.2.	Does the HC have referral linkage register/logbook to document information about clients referred from health posts?		
3.3.	Does the health post make communication before referral to the health center through phone call, text message, telegram/WhatsApp		
3.4.	Is pre-referral management given by the health post before referring clients/patients?		
3.5.	Did the health extension workers make arrangement for transportation?		

Region: _____ Zone: _____ Woreda: _____

Health center name: _____ Date of visit: _____

	Standards and Criteria <i>Verify with document review – meeting minutes, plan, reports etc.</i>	Response (Y/N)	Remark
3.6.	Does the HC give appropriate feedback that includes communication to the referring health post either by phone or paper?		
3.7.	Is there a mechanism to follow up with health extension workers about post-discharge outcomes of referred clients/patients?		
Standard 4. QI project			
4.1.	Does the health center select an area to be improved, <i>(check for QI projects designed)</i>		
4.2.	Is there an individual assigned to lead the improvement? <i>(responsible person assigned to lead the improvement project)</i>		
4.3.	Is there a definite timeframe for the QI project <i>(timeframe of each project under testing)</i>		
4.4.	Is the QI project initiated?		
4.5.	Is relevant service unit involved in testing/implementing the QI project? <i>(e.g., ANC)</i>		
4.6.	How is the project planned to be done? Check for.		
	a. Problem identification & prioritization steps followed <i>(Check problem identification matrix)</i>		
	b. Improvement tools used <i>(fishbone diagram, driver diagram, 5Whys, process mapping, etc.,)</i>		
	c. Improvement models used <i>(model for improvement)</i>		
	d. Aim statement set/described		
	e. Change ideas selected/ developed (only one change idea at a time)		
	f. Change ideas testing initiated (only one change idea at a time)		
	g. Measurement tool identified (data collection & analysis)		
4.7.	If the change idea testing is initiated/implemented, do the QI team conduct Plan-Do-Study-Act (PDSA) cycle review on regular bases for the continuous QI? If yes, how often (every week, every two weeks, every month, check for; data collected & analyzed, action plan developed by reviewing/QI team and meeting minute)		
Standard 5. Data use for planning and monitoring of QI project			
5.1.	Does the health center use result of auditing/survey in planning of programs? Which one? Check for,		
	a. Client satisfaction survey		
	b. Clinical audit		
	c. Feedback from clients		
	d. Data quality assessment		
5.2.	Take 1-2 cycle QI plan, if the QI team has used data from those survey result/ identified problem through the assessment and tried to solve using PDSA cycle.		
5.3.	If yes to Q 5.2, would you share with us the QI projects initiated?		
Standard 6. Facility Amenities			
6.1.	Does the HC have functional sanitation facilities (latrine) separated for:		
	Male and female?		
	Patients and service providers		
6.2.	Does the HC have functional hand washing facilities separated for patients and service providers?		

III. Nutrition Specific Service Standards

Region: _____ Zone: _____ Woreda: _____

Health center name: _____ Date of visit: _____

Antenatal Care

	Criteria	Response (Y/N)	Remark
	Verify with document review		
	Human resource		
1.	Health workers currently working trained/oriented on nutrition (AMIYCN)		# trained _____ # not trained _____
2.	Health workers currently working trained/oriented on QI		# trained _____ # not trained _____
	Screening for malnutrition		
3.	Are MUAC measurements taken for all ANC clients?		
4.	Are Weight measurements taken for all ANC clients?		
5.	Are all ANC clients screened for anemia?		
	Nutrition counselling		
6.	Are all ANC clients counseled on eating one addition meal?		
7.	Are all ANC clients counseled on eating diversified food?		
8.	Are all ANC clients counseled on importance and duration of iron supplementation?		
9.	Are all ANC clients counseled on side effect and adherence to iron supplementation?		
10.	Are all ANC clients who are in 3rd trimester counseled on breast feeding (early initiation and exclusive)?		
11.	Are all ANC clients counseled on utilization of iodized salt?		
12.	Are all ANC clients counseled on hygiene and sanitation?		
	Micronutrient supplement/deworming		
13.	Are all ANC clients provided with IFA supplementation for at least 3 months (90+)?		
14.	Are all ANC clients provided with Mebendazole/Albendazole at second trimester?		
	Referral		
15.	Is referral slip/form available in ANC unit?		
16.	Are referral forms filled in with necessary information when referring clients?		
17.	Are referral forms documented/properly filed?		
	Resources (equipment, guidelines, and job aids)		
18.	Is nationally approved ANC guideline available?		
19.	Is nationally approved AMIYCN guideline available?		
20.	Is micronutrient supplementation guideline available?		
21.	Is counseling card/Job aid available?		
22.	Is MUAC tape available?		
23.	Is weight scale available?		
24.	Is functional BP apparatus available?		
25.	Is MOH-designed ANC service register used in the unit?		
26.	Is MOH-designed Pregnant and lactating women service register used in the unit?		

Region: _____ Zone: _____ Woreda: _____

Health center name: _____ Date of visit: _____

Delivery and PNC Services

	Criteria	Response (Y/N)	Remark
	Verify with document review		
	Human resource		
1.	Health workers currently working in the postnatal unit trained on AMIYCN?		# trained ____ # not trained ____
2.	Health workers currently working in the postnatal unit trained on QI?		# trained ____ # not trained ____
	Screening for malnutrition		
3.	Are all newborns weighed?		
4.	Are all infants and young children weighed?		
5.	Are MUAC measurements taken for all postnatal clients?		
6.	Are weight measurements taken for all postnatal clients?		
	Nutrition Counseling		
7.	Are all delivery/PNC clients counseled on eating two addition meals?		
8.	Are all delivery/PNC clients counseled on eating diversified food?		
9.	Are all delivery/PNC clients counseled on importance and duration of iron supplementation?		
10.	Are all delivery/PNC clients counseled on side effect and adherence to iron supplementation?		
11.	Are all delivery/PNC clients counseled on early initiation of breast feeding? (early initiation and exclusive)?		
12.	Are all delivery/PNC clients counseled on correct attachment and positioning with nipple care		
13.	Are all PNC clients counseled on exclusive breast feeding?		
14.	Are all PNC clients counseled on utilization of iodized salt?		
15.	Are all PNC clients counseled on hygiene and sanitation		
	Referral		
16.	Is referral slip/form available in the postnatal unit?		
17.	Is referral forms filled in with necessary information while referring clients?		
18.	Are all referral forms documented/properly filed?		
	Resources (equipment, guidelines, and job aids)		
19.	Is functional baby scale available in the delivery/postnatal unit?		
20.	Is functional adult weighing scale available in the postnatal unit?		
21.	Is adult MUAC tape available in the postnatal unit?		
22.	Is nutrition counseling card/job aid available in the postnatal unit?		
23.	Is nationally approved PNC guidelines available?		
24.	Is MOH-designed delivery service register available in the delivery unit?		
25.	Is MOH-designed PNC service register available in the PNC unit?		
26.	Is MOH-designed pregnant and lactating women service register available in the PNC unit?		

Region: _____ **Zone:** _____ **Woreda:** _____

Health center name: _____ **Date of visit:** _____

Services for Under Five Children

Criteria		Response (Y/N)	Remark		
Verify with document review			training	# Trained	# not trained
Human resource					
1.	Health workers currently working in under-five children's units trained on child nutrition.		AMIYCN		
			IMNCI		
			ECD		
2.	Health workers currently working in under-five children's units trained on QI		# trained _____	# not trained _____	
GMP and Nutrition Screening			Well-baby	Sick baby	
3.	Is GMP service provided to all children under two years visiting?				
4.	Are MUAC measurements taken for all under-five children visiting?				
5.	Are weight measurements taken for all under-five children visiting?				
6.	Are height measurements taken for all under-five children visiting?				
Nutrition Counseling					
7.	Are all mothers of under-five children counseled on exclusive breast feeding?				
8.	Are all mothers/care givers of under-five children counseled on optimal complementary feeding practices?				
9.	Are all mothers/care givers of children 6-59 months of age counseled on vitamin A supplementation?				
10.	Are all mothers/care givers of children 24-59 months of age counseled on child deworming?				
11.	Are all mothers/care givers of under-five children counseled on hygienic preparation and storage of food?				
12.	Are all mothers/care givers of under-five children counseled on danger signs?				
Micronutrient Supplementation					
13.	Are all children 6-59 months of age provided with vitamin A supplementation?				
14.	Are all children below five-years of age with diarrhea treated with ORS and Zinc?				
15.	Are all children 24-59 months of age provided with deworming service?				
Referral					
16.	Are underweight children linked to support/treatment within or outside the facility?				
17.	Is referral slip/form available in the under-five unit?				
18.	Are referral forms filled in with necessary information while referring clients?				
19.	Are referral forms documented/properly filed?				
Resources (equipment, guidelines, and job aids)					
			Well-baby	Sick baby	
20.	Is functional salter scale available in the unit?				
21.	Is child MUAC tape is available in the unit?				
22.	Is height board available in the unit?				
23.	Is IYCN counseling card available in the unit?				
24.	Are Vitamin A capsules are available in the unit?				
25.	Are Zinc tables available in the unit?				
26.	Is ORS is available in the unit?				
27.	RUTF are available in the unit?				
28.	ReSoMal are available in the unit?				
29.	Are broad-spectrum antibiotics available in the unit?				
30.	Clean drinking water is available in the unit?				
31.	Is nationally approved GMP guideline available in the unit?				
32.	Is nationally approved IYCN-E guideline available in the unit?				
33.	Is TFP registration book available in the unit?				
34.	Is MAM register available in the unit?				
35.	Is IMNCI (0-2 months) register available?				
36.	Is IMNCI (2-59 months) register available?				
37.	Is GMP and under five nutrition screening register available?				
38.	Is Vitamin A and deworming register available?				

Region: _____ Zone: _____ Woreda: _____

Health center name: _____ Date of visit: _____

IV. Kaizen 5-S -- Sort Out, Straighten, Scrub or Shine, Standardize, Sustain or Self Discipline

		Response (Y/N/NA)			
Criteria Verify with observation		ANC unit	PNC unit	Under five – Well-baby	Under five Sick-baby
Sort Out					
1.	Are unnecessary things removed from work area?				
2.	Are unnecessary papers, instruments or supplies not left on the floor or table?				
3.	Are all instruments and equipment properly stored?				
4.	Are all unnecessary items sorted out, classified, and stored?				
5.	Are there duplicates of anything not lying around?				
Straighten					
6.	Are shelves, file boxes and storage place clearly labeled or marked?				
7.	Is there fire extinguisher?				
8.	Is the floor free from any obstacles?				
9.	Are charts, registers, reports, and drugs clearly identified?				
Scrub or Shine					
10.	Are all items and spaces clean “like new” condition?				
11.	Are items that need repair identified and repaired?				
Standardize					
12.	Does the facility set rules to make 5S part of everyone’s job?				
13.	Does the facility assign responsibilities for Sorting, Ordering, and Shining?				
14.	Does the facility integrate Sort, Ordering, and Shining into regular work activities?				
Sustain or Self Discipline					
15.	Do the health care providers think of Kaizen 5-s for 5 minute every morning before starting regular work activities?				
16.	Do all health care providers involve in the development of the system?				
17.	Do health care providers follow the rules set by them?				
18.	Do health care providers develop the good habit of Sorting, Ordering, Shining, Standardizing, and Sustaining every day?				

Region: _____ Zone: _____ Woreda: _____

Health center name: _____ Date of visit: _____

V. Data Verification for nutrition indicators. Recount numbers from the respective registers and compare with number reported on last month report.

S.N	Indicators	Plan (n)	Achievement (n)	Reported	Recounted	# on the register agrees with the report? Y/N
1.	Number of under five children (0-59 months) screened for acute malnutrition and classified as <i>(Refer CINuS and GMP registers)</i>	Normal MAM SAM				
2.	Number of severely wasted under five children (0-59 months) managed in the facility or referred for further diagnosis and management <i>(IMNCI and GMP registers)</i>					
3.	Number of under two children (0-23 months) attending well child services assessed and referred for treatment of acute malnutrition (MAM or SAM) <i>(Refer GMP registers)</i>					
4.	Number of under two children (0-23 months) attending sick child services properly assessed and referred for treatment of acute malnutrition (MAM or SAM) <i>((Refer CINuS, and IMNCI (2-59m) registers)</i>					
5.	Number of children under five years (0-59 months) with diarrhea treated with ORS and Zinc <i>(Refer IMNCI (0-2m) & IMNCI (2-59m)</i>					
6.	Number of children aged 6-59 months who received vitamin A supplementation <i>(Refer Vitamin A and deworming and CINuS register)</i>					
7.	Number under five children (0-59 months) treated for severe acute malnutrition and discharged, by outcome <i>(Refer TFP register)</i>	Recovered Died Transferred out Defaulted Non-respondent Medical transfer Unknown				
8.	Number of caregivers of children under two (0-23 months) attending well child services from project supported PHCUs exposed to IYCF counseling <i>(Refer GMP register)</i>					
9.	Number of caregivers of children under two (0-23 months) attending sick child services from project supported PHCUs exposed to IYCF counseling <i>(Refer CINuS, IMNCI (0-2m) & IMNCI (2-59m) registers)</i>					
10.	Proportion of pregnant women received iron and folic acid supplements at least 90+ <i>(Refer ANC register)</i>					
11.	Number of pregnant women counseled on maternal and/or child nutrition <i>(Refer ANC register)</i>					
12.	Number of lactating women that received maternal nutrition counseling and/or breastfeeding counselling and support <i>(Refer PNC register)</i>					

Region: _____ **Zone:** _____ **Woreda:** _____

Health center name: _____ **Date of visit:** _____

VI. Pharmacy: Nutrition Supply Assessment - Check whether nutrition supplies are available

Nº	Was there stock of the following nutrition supplies in the last month, even for a single day?	Response Y/N	If yes, for how many days?	Minimum stock for one month based on case load Y/N/NA	Bin card & stock card updated (Y/N)
1.	Iron folate				
2.	Vitamin A capsule				
3.	Zinc				
4.	Amoxicillin				
5.	Gentamycin				
6.	Anti-malarial drug				
7.	ORS				
8.	RUTF				
9.	ReSoMal				
10.	Folic acid tablet (5mg)				



VII. Improvement area: Review Tested Changes

REVIEW TESTED CHANGES	Improvement area 1	Improvement area 2
What did you try? (Review the plan) <ul style="list-style-type: none"> Describe details of what the team tried 		
What happened? <ul style="list-style-type: none"> What did or did not work? Did everything go as planned? Why or why not? 		
Barriers <ul style="list-style-type: none"> What barriers or challenges did you encounter? How did you overcome them? 		
Measure and Data Collection <ul style="list-style-type: none"> What is your measure? How did you do collecting and reporting the data? 		
Results (Study) <ul style="list-style-type: none"> What did you achieve this month? Is this good/bad/OK? What do you think of these results? Are they enough? 		
Act <ul style="list-style-type: none"> Should you keep this change? Stop it? Change it? What would you recommend are next steps? 		