Module 6. Practice (with right answers ticked in blue):

Assign the different responsibilities to the three different times proposed (before arrival at facilities, on arrival at facilities, and on arrival at service site) by checking the relevant cells:

|  |  |  |  |
| --- | --- | --- | --- |
| Responsibilities | Before arrival at facilities | On arrival at facilities | On arrival at service site |
| Arrive early | **√** |  |  |
| Easier to get cooperation and support at beginning of day rather than after staff become busy | **√** |  |  |
| Notify facility in-charge ahead of time | **√** |  |  |
| Each team must be prepared and have all the necessary supplies | **√** |  |  |
| Locating and verifying the survey facility |  | **√** |  |
| Validating the cover page of the questionnaire |  | **√** |  |
| GPS data collection |  | **√** |  |
| Meeting with the person in-charge of the facility |  | **√** |  |
| Identifying facility staff to interview |  | **√** |  |
| Don’t provide opinions on service conditions or patient care. |  |  | **√** |
| Listen carefully and without judgment to your respondent |  |  | **√** |
| Don’t promise actions/changes |  |  | **√** |
| Record accurately the answers on the questionnaire |  |  | **√** |
| Probe for additional information when necessary |  |  | **√** |
| Don’t lead the respondent to give you an answer |  |  | **√** |
| Verify that there are no missing responses |  |  | **√** |