

SFN Skills Quality Assurance Observation Checklist							
		Pharmacy Name:	Location:	Date:	Pharmacist Name:		
		Name of Supervisor and signature:	Region:				
		Instructions:					
		1 Attend the entire session, observe and then review pharmacist documentation at end					
		2 Circle each observation point with either yes/no, or on a scale from 1-4 (from poor up to excellent)*					
		3 Write feedback/recommendations below					
		1 Infrastructure	Method of assessment			Comment	
AVAILABILITY	Counseling space	A	Space is comfortable for all clients to be seated		Yes	No	
		B	Space is adequate for privacy/discussions		Yes	No	
	Decumulation equipment	2	Reproductive Health Services (birth spacing counseling)				
		A	Functional Stethoscope and Sphygmomanometer or BP manual machine		Yes	No	
GREET	Indicator Score	Ind1	SUPPLY AVAILABILITY (Criteria for Adequate: must have YES ticked for all 2 items; Poor: must have a YES ticked for either item A and B)	Please include the final score			
		Ind2	GREET (Criteria for excellent: must have a YES ticked for all 3 items; GOOD: must have a tick for 2 items; Poor: must have a YES ticked for 1 item or below)	Please include the final score			
	Welcoming		Welcoming and friendly?	case study	Yes	No	
			Treat with respect?	case study	Yes	No	
ASK AND ASSESS	Medical eligibility assessment	A	Assess for pregnancy? Does it use the pregnancy check list?	case study	Yes	No	
		B	Assess if the women is breastfeeding a child less than 6 MONTHS?	case study	Yes	No	
	Indicator Score	Ind3	COMPLETE MEDICAL ELIGIBILITY ASSESSMENT (Criteria for Excellent: must have YES ticked for the first 3 items A to C and must have 3 or 4 in the item D; Good: must have a YES ticked for both item A and B; Poor: doesn't have a yes ticked for items A and B)	Please include the final score			
		Ind4	Explain benefits and advantages of COC? (May protect risk of uterine cancer 2) May protect from anemia 3) Decrease menstruation pain 4) May help bleeding problem 5) Easy to stop and fertility returns just after)	case study	1 2	3 4	
EXPLAIN	Instruction for use	Ind4	Explain instruction for use? (e.g. woman should start with white table within the first five days of menstrual. Take one tablet per day, preferably at night. Should first take all white tablets then all brown ones. Start a new packet the day after the current packet is finished. for 7 days)	case study	1 2	3 4	
		Ind4	1 or 2 pills: take the missed pill/s, if more than 3 pills she should take 1 white pill as soon as possible and then continue taking pills daily, if she is in the third week of the pill pack when three or more pills are missed she should skip the brown pills and start a new pack immediately in order to take 7 white pills for 7 days. She should use a barrier method or abstain from intercourse for these 7 days	case study	1 2	3 4	
	Side effects	Ind4	Explain side effects and reassure that they are usually not harmful or signs of illness? 1) Mild headache 2) Nausea 3) Vomiting 4) Dizziness 5) Spots between periods	case study	1 2	3 4	
		Ind4	Explain warning signs? 1) Unusual strong headache 2) Severe pain in the abdomen, chest or legs 3) Visual disturbances 4) yellowing of skin/eyes	case study	1 2	3 4	
RECOMMEND	Follow up	A	Encourage woman to come back for a follow up visit or go to HF's if warning signs appear OR have any other concerns?	case study	Yes	No	
		B	Schedule/recommend next appointment?	case study	Yes	No	
	Indicator Score	Ind 5: RECOMMEND (Criteria for Excellent: must have YES ticked for both items A and B or must have a YES ticked for item A; Poor: doesn't have a YES ticked for item A)					
		Ind 5: RECOMMEND (Criteria for Excellent: must have YES ticked for both items A and B; GOOD: must have a YES ticked for item A; Poor: doesn't have a YES ticked for item A)	Please include the score				
ASK AND ASSESS	Medical eligibility assessment	A	Assess for pregnancy? Does it use the pregnancy check list?	case study	Yes	No	
		B	Assess if the women is breastfeeding a child less than 6 WEEKS?	case study	Yes	No	
	Indicator Score	Ind3	COMPLETE MEDICAL ELIGIBILITY ASSESSMENT (Criteria for Excellent: must have YES ticked for all 4 items B to E; Good: must have a YES ticked for both item B and C; Poor: doesn't have a yes ticked for items B and C)	Please include the score			
		Ind4	Explain benefits of injectable? 1) May protect risk of uterine cancer 2) May protect uterine fibroids 3) May protect PID 4) Does not require daily action	case study	1 2	3 4	
EXPLAIN	Instruction for use	Ind4	Explain instruction for use? (e.g. take the injection every three months, give remainder card)	case study	Yes	No	No= poor; Yes= Excellent
		Ind4	Explain side effects and reassure that they are usually not harmful or signs of illness? 1) Mild headache 2) Mood change 3) Weight gain 4) Dizziness 5) Irregular bleeding	case study	1 2	3 4	
	Side effects and warning signs	Ind4	Explain warning signs? 1) Unusual severe headache with vomiting 2) severe chest/abdominal 3) yellowing in the eyes/skin 4) Heavy bleeding 5) Severe pain or swelling in the calf	case study	1 2	3 4	
		Ind4	Explain fertility return? (it takes an average of 4 months after stopping the injection)	case study	Yes	No	No= poor; Yes= Excellent
RECOMMEND	Follow up	A	Encourage woman to come for follow up visit or visit HF if warning sign appears OR have any other concerns?	case study	Yes	No	
		B	Schedule/recommend next appointment?	case study	Yes	No	
	Indicator Score	Ind 5: RECOMMEND (Criteria for Excellent: must have YES ticked for both items A and B; GOOD: must have a YES ticked for item A; Poor: doesn't have a YES ticked for item A)	Please include the score				
		Ind 5: RECOMMEND (Criteria for Excellent: must have YES ticked for both items A and B; GOOD: must have a YES ticked for item A; Poor: doesn't have a YES ticked for item A)	Please include the score				

AVAILABILITY		3	Child Health (diarrhoea, pneumonia)					
	Equipment and documentation	A	Functional Thermometer			Yes	No	
B		MUAC			Yes	No		
C		Updated Bulshokaab IMCI Checklist and sick child form			Yes	No		
	Indicator Score	Ind 1	SUPPLY AVAILABILITY (Criteria for adequate: must have a YES ticked for all 3 items; Poor: must have a YES ticked for 2 items or below)		Please include the final score			
	General case management	B	Ask child's age?		case study	Yes	No	
C		Ask or look for ALL danger signs? (1. Inability to drink or breast feed 2. Vomits everything 3. Has/had convulsion 4. Lethargic/unconscious)		case study	Yes	No		
D		Facilitate referral if the child as any danger sign and give urgent pre-referral treatment?		case study	Yes	No		
E		Identify the problem or problems?		case study	Yes	No		
	Indicator Score	Ind 3	COMPLETE GENERAL CASE MANAGEMENT: Criteria for excellent: must have a YES ticked for all items; Poor: must have a YES ticked for 3 or less items)		Please include the final score			
			Assess the pharmacists's practices according to the SFN IMCI area		case study	Yes	No	
			DIARRHEA					
	Case management knowledge	A	ASSESS	Ask for how long the child has diarrhea?	case study	Yes	No	
B		Ask for blood in the stool?		case study	Yes	No		
D		Assess ALL signs and symptoms of dehydration? • Restless, irritable • Sunken eyes • Drinks thirstily/eagerly• Skin pinch returns slowly (longer than 2 second?)		case study	1 2	3 4		
Ind 4		COMPLETE ASSESSMENT FOR DIARRHOEA: Criteria for Excellent: must have a YES ticked for item A and B and must have at least 3 or 4 in item D; Good: Must have a YES ticked for item A and B and must have at least 1 or 2 in item D; Poor: must have a YES ticked for A or B and 1 or 2 in item D)		Please include the final score				
		CLASSIFY	Correct classification of dehydration? (severe, some, no dehydration)		case study	Yes	No	yes= excellent; no=poor
Ind 5		CLASSIFY: Excellent: Yes Poor: No						
Ind 6		TREAT	Correct treatment based on classification of dehydration? (SEVERE DEHYDRATION: refer urgently to Hospital with mother giving frequent sips of ORS on the way and continue breastfeeding; SOME DEHYDRATION: give SHUBAN-DAWEEYE and advise the mother when to return; NO DEHYDRATION: Give SHUBAN-DAWEEYE and advise mother when to return)		case study	Yes	No	yes= excellent; no=poor
		IF DIARRHOEA 14 DAYS OR MORE						
Ind 6		TREAT	Correct treatment for severe or persistent diarrhea without dehydration? Give SHUBAN-DAWEEYE; explain how to use ORS and Zinc; advise mother to continue breastfeeding; Persistent diarrhea needs further investigation or referral		case study	Yes	No	yes= excellent; no=poor
			Correct treatment if severe or persistent diarrhea with dehydration? Give SHUBAN-DAWEEYE; Explain how to use ORS and Zinc; advise mother to continue breastfeeding; Refer to the hospital		case study	Yes	No	yes= excellent; no=poor
		INSTRUCTION FOR SHUBAN-DAWEEYE (PLEASE ASSESS THIS IN ALL CASES WHERE DTK IS RECCOMENDED)						
Ind 7		EXPLAIN	Correct instruction for use for SHUBAN-DAWEEYE based on child's age		case study	Yes	No	yes= excellent; no=poor
		IF BLOOD IN THE STOOL						
Ind 6		TREAT	Correct treatment? Give ciprofloxacin for 3 days and refer to Hospital		case study	Yes	No	
		COUGH AND DIFFICULT IN BREATHING (PNEUMONIA)						
		ASSESS	Correct respiratory count in one minute in a calm child? (Fast breathing in a calm child: 2 months to 12 months: 50 breaths per minute or more; 12 month up to 5 years: 40 breaths per minute or more		case study	Yes	No	
			Look for chest indrawing in a calm child?		case study	Yes	No	
Ind 8		COMPLETE ASSESSMENT: Criteria for excellent: must have a YES ticked for items A and B; Poor: must have a YES ticked for 1 or less items)		Please include the final score				
Ind 9		CLASSIFY	Correct classification? (severe pneumonia, pneumonia, no signs of pneumonia)		case study	Yes	No	yes= excellent; no=poor
Ind 10		TREAT	Correct treatment and referral for severe pneumonia? Give first dose of an appropriate antibiotic and refer urgently to hospital		case study	Yes	No	yes= excellent; no=poor
			Correct treatment for pneumonia? (oral Amoxycillin for 5 days- correct dosage based on child's age)		case study	Yes	No	yes= excellent; no=poor
			Correct recommendations for no signs of pneumonia? (advise mothers when to return immediately and to come back for follow up in 5 days if not improving)		case study	Yes	No	yes= excellent; no=poor
		NUTRITIONAL STATUS						
Ind 11		ASSESS	Correctly use MUAC?			Yes	No	yes= excellent; no=poor
Ind 12		CLASSIFY	Able to classify the nutritional status based on MUAC assessment?		case study	Yes	No	yes= excellent; no=poor
Ind 13		REFER	Facilitated referral if indicated?		case study	Yes	No	yes= excellent; no=poor
		5	General Feedback/Recommendations					