

# TOOL 1

## The Maternal and Child Friendly Healthcare

### Initiative (MCFHI)

A manual for health workers based on a  
medical  
ethics approach to healthcare

#### PART 1

*A check list for healthcare for pregnant women and girls, infants  
and children*

#### PART 2

*Interview or questionnaire for health workers*

#### PART 3

*Interview with women, parents / carers and/or older children*

# The Maternal and Child Friendly Healthcare Initiative (MCFHI)

A manual for health workers based on a medical ethics approach to healthcare

## **TOOL 1**

PART 1

*A check list of healthcare for pregnant women and girls, infants and children*

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## Part 1: A check list of healthcare for pregnant women and girls, infants and children

**For self-assessment, or completion by an external assessor after observation and discussions with the health workers responsible for different aspects of care.**

Y = yes, N = no, DK = do not know, NA = not applicable or not relevant.

### STANDARD 1: Promoting health and preventing severe illnesses, injuries and pregnancy complications

1.	<p>Are the services in this health facility for women and children <b>free of charge</b>?</p> <p><i>If families are too poor to pay, does the patient continue to receive treatment of the same quality as those who can pay?</i></p>	Y/N/DK/NA
2.	<p>Is there an effective antenatal care system?</p> <p><i>If not please describe what is wrong</i></p> <p>Are pregnant women or girls seen at intervals during their pregnancies by a skilled health worker?</p> <p>Are they screened for anaemia and pre-eclampsia and provided with adequate nutrients such as iron, treatment for malaria and immunisation against tetanus?</p> <p>Are any medical conditions existing prior to pregnancy treated?</p>	Y/N/DK/NA
3.	<p>Is there is a community programme that ensures that issues regarding possible HIV infection are addressed?</p> <p>Are ARVs freely available for all women or girls who are pregnant and children?</p>	Y/N/DK/NA

		Y/N/DK/NA
4.	Is there an immunisation programme in place for the common and serious diseases affecting women and children?	
		Y/N/DK/NA
5.	Do adequate systems of care ensure that any women or girl who is pregnant and develops a complication of pregnancy or any child who is seriously ill can reach this health facility without delay and in safety?  Are there community based systems to recognise complications of pregnancy or delivery and provide first aid?  Is there an effective emergency ambulance system that takes the patient rapidly to this health facility?	
		Y/N/DK/NA
6.	Does every pregnant woman or girl have access to a skilled birth attendant during and immediately after birth? <i>Approximately what percent of mothers do have this</i>	
		Y/N/DK/NA
7.	Is there a system to monitor the recently delivered mother and her baby during the days immediately following birth, checking for complications such as bleeding and infection?	
		Y/N/DK/NA
8.	Are there programmes to prevent road accidents?  Are there programmes to prevent injuries in the home?	
		Y/N/DK/NA
9.	Are there programmes for health, development and growth monitoring in young children?	
		Y/N/DK/NA
10.	Is the WHO partogram used in labour?	
		Y/N/DK/NA

		Y/N/DK/NA
11.	Is there a community sensitisation programme which educates pregnant women or girls on the dangers of smoking or alcohol or illicit drugs on the development of the fetus?	

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**STANDARD 2: 'Supporting the 'best possible' healthcare'**

		Y/N/DK/NA
1.	Are there good links between the community and the health facility? <i>If not explain the problems</i>	
		Y/N/DK/NA
2.	Is the health facility accessible without delay? <i>Describe the system of emergency transport to the health facility?</i>	
		Y/N/DK/NA
3.	Is there an IMNCI programme?	
		Y/N/DK/NA
4.	Is the health facility secure?  Is the health facility clean?  Is the water supply to the health facility reliable?  Is the electricity supply reliable?  Is the health facility too hot or cold?  Is the health facility free of pests, such as rats?	
		Y/N/DK/NA
5.	Are there enough trained health workers in the health facility? <i>If not describe the problem.</i>	
		Y/N/DK/NA
6.	Are the managers effective?	
		Y/N/DK/NA

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		Y/N/DK/NA
7.	Is there an effective laboratory? <i>If not what is deficient?</i>	
		Y/N/DK/NA
8.	Is there a blood transfusion service	
		Y/N/DK/NA
9.	Are there Xray facilities?	
		Y/N/DK/NA
10.	Are there adequate medical devices/equipment?	
		Y/N/DK/NA
11.	Are there essential drugs available at all times? <i>If not explain</i>	
		Y/N/DK/NA
12..	Is oxygen available at all times? <i>If not explain</i>	
		Y/N/DK/NA
13.	Are there evidence based clinical guidelines for treating patients?	
		Y/N/DK/NA
14.	Are there adequate learning opportunities for staff?  Is there a library?	
		Y/N/DK/NA
15.	Are the medical records in good condition? <i>If not explain</i>	
		Y/N/DK/NA
16.	Are there clinical audit meetings?	
		Y/N/DK/NA

		Y/N/DK/NA
17.	Is there access to ethical advice?	

		Y/N/DK/NA
18.	Are the systems required to administer Emergency Obstetric care available?	

		Y/N/DK/NA
19.	Is a skilled birth attendant present during all births? <i>If not explain the situation</i>	

		Y/N/DK/NA
20.	Is there a policy regarding Caesarean section which states that it is only undertaken for medical reasons?	

		Y/N/DK/NA
21.	Are there adequate facilities for resuscitating the newborn infant? <i>If not explain the situation</i>	

		Y/N/DK/NA
22.	Are there adequate facilities for caring for neonates with medical problems? <i>If not explain the situation</i>	

		Y/N/DK/NA
23.	Is gastric feeding is available for newborn infants?  Is kangaroo care provided for the newborn infant?  Is assisted ventilatory support, such as CPAP or IPPV, available for the newborn infant with breathing difficulties?  Are IV fluids available for the newborn infant?	

		Y/N/DK/NA
24.	Are corticosteroid drugs given to mothers in premature labour?	

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**STANDARD 3: ‘Giving resuscitation and emergency care for the seriously ill’**

		Y/N/DK/NA
1.	Is there an effective blood transfusion service available 24 hours a day to treat emergencies?	
		Y/N/DK/NA
2.	Are traditional birth attendants involved in delivering babies?  If Yes are they trained in recognising emergencies?  If Yes are they trained to provide breathing support for those newborn infants who do not breathe at birth?	
		Y/N/DK/NA
3.	Is there an emergency ambulance service that can be contacted from the community?  If Yes are staff who are trained in emergency care present in the ambulance?	
		Y/N/DK/NA
4.	Is there an effective triage system at the health facility? <i>If not please describe the problem</i>	
		Y/N/DK/NA
5.	Are adequate medical devices/equipment available to treat emergencies? <i>If not please describe the problem</i>	
		Y/N/DK/NA

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		Y/N/DK/NA
6.	Has staff been trained in emergency care?	

		Y/N/DK/NA
7.	Are essential drugs for treating emergencies always available? <i>If not please describe the problem</i>	

		Y/N/DK/NA
8.	Are there evidence based clinical guidelines available for treating emergencies?	

		Y/N/DK/NA
9.	Is there a high dependency or intensive care area?	

		Y/N/DK/NA
10.	Are there evidence based clinical guidelines?	

		Y/N/DK/NA
11.	Is Basic Emergency Obstetric Care practised in the facility	

		Y/N/DK/NA
12.	Is Comprehensive Emergency Obstetric Care practised in the facility	

**STANDARD 4: 'Giving healthcare focused on individual need'**

		Y/N/DK/NA
1.	Is there a policy on equity with regard to access to care?	
2.	Is there a policy to ensure there is no discrimination in the provision of healthcare? <i>Please describe any discrimination that exists in terms of age, sex, ethnicity, disability or any other reason</i>	Y/N/DK/NA
3.	Are all infants registered at birth?	Y/N/DK/NA
4.	Are some procedures undertaken in the health facility unnecessary? <i>If yes please describe</i>	Y/N/DK/NA
5.	Is there a policy on privacy when patients are in the health facility?  Is there a policy on the maintenance of dignity when patients are in the health facility?	Y/N/DK/NA
6.	Is there a policy on confidentiality?	Y/N/DK/NA

		Y/N/DK/NA
7.	Are parents allowed to be with their child throughout the time when he/she is an inpatient? <i>If not what is permitted</i>	

		Y/N/DK/NA
8.	Are children who are inpatients cared for in areas separate from adults?	

		Y/N/DK/NA
9.	Are there special facilities for disabled patients? <i>If Yes please describe</i>	

		Y/N/DK/NA
10.	Are partners allowed to be present during child birth ?	

		Y/N/DK/NA
11.	During delivery are mothers permitted to cry out loud or shout when in pain without incurring verbal or physical abuse?	

		Y/N/DK/NA
12.	Is there a policy on the resuscitation of newborn infants who are very premature or have a serious congenital abnormality?	

		Y/N/DK/NA
15.	Is there a policy on the decision not to resuscitate a patient because that would not be in his/her best interests, for example untreatable malignancy?	

		Y/N/DK/NA
15.	Are there play facilities for children who are inpatients??	

		Y/N/DK/NA
16.	Are there education facilities for children who are inpatients for longer than 2 weeks?	

		Y/N/DK/NA
17.	Are schools informed by health facilities of any health problems suffered by a child which would require special educational support?	

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**STANDARD 5: 'Provides healthcare in a safe, secure, clean, woman, baby and child focused environment'**

		Y/N/DK/NA
1.	Does the health facility have a safety policy?	
		Y/N/DK/NA
2.	Does the facility have clean running water at all times?	
		Y/N/DK/NA
3.	Is there a hand-washing policy?	
		Y/N/DK/NA
4.	Are there effective systems for the disposing of human waste?	
		Y/N/DK/NA
5.	Is there an infection control team?	
		Y/N/DK/NA
6.	Is there an infection control policy?	
		Y/N/DK/NA
7.	Is food provided by this facility safe to eat?	
		Y/N/DK/NA
8.	Is there an effective laundry service?	
		Y/N/DK/NA
9.	Are there cleaners in the facility?  Do the cleaners have sufficient equipment and consumables to keep the facility clean? <i>If not explain the situation.</i>	
		Y/N/DK/NA
10.	Is there an adequate budget for cleaning the facility?	
		Y/N/DK/NA

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		Y/N/DK/NA
11.	Are the inpatient areas overcrowded?	

		Y/N/DK/NA
12.	Are the inpatient areas ever overcrowded? <i>If yes please describe</i>	

		Y/N/DK/NA
13.	Are the toilets for patients usually clean? <i>How often are the patients' toilets inspected for cleanliness?</i>	

		Y/N/DK/NA
14.	Are the sterilisers for instruments functioning correctly?	

		Y/N/DK/NA
15.	Is there a fire prevention and fire-fighting policy?  Are there fire extinguishers present in the facility?	

		Y/N/DK/NA
16.	Is there a system to ensure that electrical supplies are safe for staff and patients?  Are dangerous electrical points present in the facility? <i>If yes please describe</i>	

		Y/N/DK/NA
15.	<p>Is there a system for ensuring that illnesses occurring in the staff are appropriately treated?</p> <p><i>If Yes</i></p> <p>Is there a support system for the mental health of health workers?</p> <p>Is there a staff policy on Hepatitis infection and immunisation?</p> <p>Is there a staff policy on HIV infection?</p>	

		Y/N/DK/NA
16.	Are there special boxes in which to dispose of sharps?	

		Y/N/DK/NA
17.	<p>Is there a policy on needle-stick injury?</p> <p><i>If Yes please describe it</i></p>	

		Y/N/DK/NA
18.	Is there a policy on radiation protection?	

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**STANDARD 6: 'Informed consent for the healthcare given'**

		Y/N/DK/NA
1.	Is there a displayed "Mission Statement" which outlines the rights of patients and their families?	
		Y/N/DK/NA
2.	Do health workers wear name badges?	
		Y/N/DK/NA
3.	Is information on ward facilities and routines given to patients and families?	
		Y/N/DK/NA
4.	Is it a policy to keep patients and families, when appropriate, informed about their condition and its management?	
		Y/N/DK/NA
5.	Is there a complaints procedure?	
		Y/N/DK/NA
6.	Is there a procedure for giving informed consent for invasive procedures and operations? <i>If Yes please can we see the consent form/information form and describe its content here</i>	
		Y/N/DK/NA
7.	Are policies in place which ensures that if a pregnant woman or girl needs an operation or invasive procedure, she is allowed to consent for this without interference from other family members?	
		Y/N/DK/NA
8.	Is there a communication system for summoning help or contacting other health workers in the facility? <i>If Yes, what is the system?</i>	
		Y/N/DK/NA

		Y/N/DK/NA
9.	Is there a policy on how to communicate with the parents of a young girl who is pregnant?  <i>If Yes what is that policy?</i>	

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**STANDARD 7: 'Recognises and relieves pain and discomfort'**

		Y/N/DK/NA
1.	Is there a policy on pain control?	
		Y/N/DK/NA
2.	To help <b>recognise and assess pain and other distressing symptoms</b> are there pain recognition and assessment tools?	
		Y/N/DK/NA
3.	Are pain control drugs appropriate to the level of pain being treated available?  Is paracetamol available?  Are non-steroidal analgesics available?  Is oral morphine available?  Is injectable morphine available?  Is naloxone available?	
		Y/N/DK/NA
4.	Are injectable local anaesthetic drugs available?  Are surface active local anaesthetic dressings used before venous cannulation?	
		Y/N/DK/NA
5.	Is there an anaesthetist available in the health facility at all times?  <i>If No when is he/she available?</i>	
		Y/N/DK/NA
6.	Are analgesic opiate drugs given intramuscularly?	
		Y/N/DK/NA

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		Y/N/DK/NA
7.	Is physical restraint used before invasive procedures in children? <i>If Yes how is this undertaken?</i>	
		Y/N/DK/NA
8.	Are non-pharmacological pain control treatments used? <i>If Yes what sort?</i>	
		Y/N/DK/NA
9.	Are there written guidelines on the use of analgesic drugs?	
		Y/N/DK/NA
10.	Is there a system for the control/management of powerful analgesic drugs in the inpatient areas and theatres? <i>If Yes describe the system</i>	
		Y/N/DK/NA
11.	Are appropriate analgesic drugs sometimes not available? <i>If yes please describe how often this occurs and for which drugs</i>	
		Y/N/DK/NA
12.	Is training in pain control given to health workers?	
		Y/N/DK/NA

**Palliative care** is the care of a patient with an incurable or life-shortening condition to prevent suffering by controlling distressing symptoms and by providing other general and psychosocial supportive care.

		Y/N/DK/NA
13.	Is there a system for palliative care? <i>If Yes what is available</i>	

		Y/N/DK/NA
14.	Is there a link with the community health workers so that palliative care initiated in the health facility can be continued at home? <i>If Yes what is available</i>	

		Y/N/DK/NA
15.	During delivery are mothers permitted to cry out loud or shout when in pain without risk of verbal or physical abuse?	

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**STANDARD 8: 'Providing appropriate reproductive healthcare'**

		Y/N/DK/NA
1.	Is family planning advice freely available?  Are family planning devices and drugs available?  Are the above devices and services free of charge?	
		Y/N/DK/NA
2.	Is there a community education programme about the timing and spacing of pregnancies?	
		Y/N/DK/NA
3.	Is surgical sterilisation available?  Is it free of charge?	
		Y/N/DK/NA
4.	Is legal termination of pregnancy for medical indications available?	
		Y/N/DK/NA
5.	Is there a system for the care of the patient after a termination of pregnancy?	
		Y/N/DK/NA
6.	Is termination of pregnancy undertaken to enable gender selection of the baby?	
		Y/N/DK/NA
7.	Is there a programme of community education about how to avoid HIV infection?	
		Y/N/DK/NA
8.	Is there community education about the dangers of smoking and/or alcohol during pregnancy?	
		Y/N/DK/NA

**STANDARD 9: 'Recognises, protects and supports vulnerable and/or abused women and children'**

		Y/N/DK/NA
1.	Is there a system in place to address any suspicion of child abuse that is identified in the health facility?	
		Y/N/DK/NA
2.	Is there a lead health worker for child protection in the facility?	
		Y/N/DK/NA
3.	Have health workers in the facility been trained in how to recognise the physical or sexual abuse of children?	
		Y/N/DK/NA
4.	If a child has injuries suggesting abuse is there a way of protecting this child from further harm?	
		Y/N/DK/NA
5.	Is there a system in place to address any suspicion of domestic violence?	
		Y/N/DK/NA
6.	Have health workers in the facility been trained in how to recognise the injuries resulting from domestic violence?	
		Y/N/DK/NA
7.	If a pregnant woman or girl has injuries suggesting abuse (domestic violence) is there a way of protecting this patient from further harm?	
		Y/N/DK/NA
8.	Is abuse by female genital mutilation documented in patients attending this facility? <i>If Yes what procedure is undertaken to manage the patient?</i>	
		Y/N/DK/NA
9.	Are special facilities available in the health facility to assist any woman or girl who has been subject to rape? <i>If Yes please describe the facilities available</i>	
		Y/N/DK/NA

**STANDARD 10: 'Supports best possible nutrition'**

		Y/N/DK/NA
1.	Is there a lead health worker to give advice about breast feeding in the facility?  Is there a lead health worker to give advice to families about nutrition in the facility?	
		Y/N/DK/NA
2.	Is the facility designated UNICEF/WHO baby friendly?	
		Y/N/DK/NA
3.	Are methods to assess nutritional status available in the facility? <i>If Yes what are they?</i>	
		Y/N/DK/NA
		Y/N/DK/NA
4.	Are special foods and minerals available for treating malnutrition?	
		Y/N/DK/NA
5.	Are measures taken to provide folic acid before conception to women and girls who might become pregnant?	
		Y/N/DK/NA
6.	Are special food supplements available for pregnant women and girls?  If these are available are they provided at no cost to the pregnant girl or woman?	
		Y/N/DK/NA
		Y/N/DK/NA
7.	Are oral rehydration salts available for treating patients with gastro-enteritis  If these are available are they provided at no cost to the patients?	
		Y/N/DK/NA
		Y/N/DK/NA
8.	Are health workers given special training in the management of severe malnutrition?	
		Y/N/DK/NA

**STANDARD 11: 'Recognising and providing support and treatment for women and children with mental illness'**

		Y/N/DK/NA
1.	Are health workers trained to recognise mental illnesses in pregnant women and girls and in children?	

		Y/N/DK/NA
2.	Is there a programme of community sensitisation regarding the importance of recognising and treating mental illnesses in the same way as other serious medical problems?	

		Y/N/DK/NA
3.	Are appropriate drugs for treating mental illnesses available?	

		Y/N/DK/NA
4.	<p>Is post natal depressive illness recognised?</p> <p>Is postnatal depressive illness treated?</p> <p><i>If Yes what forms of treatment are given?</i></p>	

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**STANDARD 12: 'Valuing health workers'**

		Y/N/DK/NA
1.	Are there sufficient doctors in this facility? <i>If not how poorly resourced are you?</i>	

		Y/N/DK/NA
2.	Are there sufficient nurses and midwives in this facility? <i>If not how poorly resourced are you?</i>	

		Y/N/DK/NA
3.	Immediately after training, are health workers in any way bonded to work in the public health system? <i>If Yes please describe how</i>	

		Y/N/DK/NA
4.	Are health workers in your facility paid a reasonable wage given the resources available in the country? <i>If not please explain</i>	

		Y/N/DK/NA
5.	Do health workers in your facility have accommodation provided? <i>If yes is this accommodation adequate?</i>	

		Y/N/DK/NA
6.	Is there a counselling service available to staff in your facility?	

		Y/N/DK/NA
7.	Is there a Union or Task Force to support staff in your facility?	

		Y/N/DK/NA
8.	<p>Is there a policy to ensure that international organisations working in your country make special provisions to ensure that they do not take trained staff from the public health system when there is a shortage of such workers without providing an alternative way forward that is at least as equally effective?</p> <p><i>If yes please describe it</i></p>	

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**Examples of good practice and recommendations**

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Printed name and initials of assessor \_\_\_\_\_

Post held \_\_\_\_\_

Signature of assessor \_\_\_\_\_ Date \_\_\_\_\_

Maternal and Child Focused Healthcare

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**PART 2**

**Interview or questionnaire for health workers**

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**Part 2: Interview or questionnaire for health workers**

**Please ask or answer as many questions as you can.**

Date \_\_\_\_\_

Health facility or service \_\_\_\_\_

Health care area or environment \_\_\_\_\_

Length of employment \_\_\_\_\_

Type of health worker \_\_\_\_\_

Date of professional qualification *(if you have one)* \_\_\_\_\_

**Do you work only with pregnant women or girls?**     YES     NO

**Do you work only with children?**     YES     NO

**Do you work with both?**     YES     NO

What do you think is done especially well here (what are you proud of)?

What is not good about working here?

If you have a good idea, is there anyone you could inform who might act on it?

Have any of your ideas been put into practice?

Are you ever asked for your thoughts and opinions about anything?

**Questions about individual maternal and child healthcare focused 'Standards'**

**Standard 1. Promoting health and preventing severe illnesses, injuries and pregnancy complications**

<p>Is there an effective emergency ambulance service available here?  <input type="checkbox"/> YES      <input type="checkbox"/> NO</p> <p><i>If not what do you think is needed?</i></p>
<p>Do pregnant mothers have antenatal care in their community or at the health facility or not at all?</p>
<p>Are ARVs freely available for treating women and/or children with HIV infection?  <input type="checkbox"/> YES      <input type="checkbox"/> NO</p>
<p>Are all women who are pregnant immunised against tetanus?  <input type="checkbox"/> YES      <input type="checkbox"/> NO</p>
<p>If a birth occurs at home, who cares for the mother during delivery?</p>
<p>Are there any checks made on the mother or baby within the 48 hours after birth?  <input type="checkbox"/> YES      <input type="checkbox"/> NO  <i>If YES what is done?</i></p>

**Standard 2. Supporting the 'best possible' healthcare**

<p><i>What do you think about the quality of care given to women and children and their families here and is there anything that you would like to see done better?</i></p>
<p>Do you think the facilities and environment are good enough for women and children and their parents/carers?  <input type="checkbox"/> YES      <input type="checkbox"/> NO  <i>If not, is there anything you would like to see improved?</i></p>

Is there anything you would like change about your work in this facility?
Are you able to attend meetings/lectures/courses? <input type="checkbox"/> YES <input type="checkbox"/> NO
Do you have access to the latest information on treating patients, for example through a medical library? <input type="checkbox"/> YES <input type="checkbox"/> NO

**Standard 3. Giving resuscitation and emergency care for the seriously ill**

Is there adequate equipment and drugs available here to resuscitate mothers or children? <input type="checkbox"/> YES <input type="checkbox"/> NO <i>If yes, how could this/these be made better?</i>
Have you had any life support training (theoretical and/or practical)? <input type="checkbox"/> YES <input type="checkbox"/> NO <i>If not, what could be done to improve this?</i>
Is there an effective blood transfusion service? <input type="checkbox"/> YES <input type="checkbox"/> NO <i>If not, what could be done to improve this?</i>
Is sufficient oxygen available here on a continuous basis? <input type="checkbox"/> YES <input type="checkbox"/> NO <i>If not, what could be done to improve this?</i>
Is misoprostol available here for treating major post-partum haemorrhage? <input type="checkbox"/> YES <input type="checkbox"/> NO

**Standard 4. Giving healthcare focused on individual need**

Do you think children/parents should know your name? <input type="checkbox"/> YES <input type="checkbox"/> NO <i>If yes, how do they find out your name?</i>
--

<p>Do you know what the UNCRC is/have you ever heard about this?  <input type="checkbox"/> <b>YES</b>      <input type="checkbox"/> <b>NO</b>  <i>If yes, how do you think it is relevant to your work?</i></p>
<p>Do you think that women, children and their carers have enough privacy?  <input type="checkbox"/> <b>YES</b>      <input type="checkbox"/> <b>NO</b>  <i>If not, give an example of this.</i></p>
<p>If you were a woman or child here or a parent/carer or visitor of a child would you feel welcome?  <input type="checkbox"/> <b>YES</b>      <input type="checkbox"/> <b>NO</b>  <i>If not, why?</i></p>
<p>Are there any women, children or families who don't get the same quality of care as others?  <input type="checkbox"/> <b>YES</b>      <input type="checkbox"/> <b>NO</b>  <i>If not why, and what do you think would ensure that all women and children are treated equally?</i></p>

**Standard 5. Provides healthcare in a safe, secure, clean, woman, baby and child focused environment**

<p>What do you think are the most important ways a health worker working here can do to help reduce the spread of infection?</p>
<p>Is it difficult to wash your hands here?  <input type="checkbox"/> <b>YES</b>      <input type="checkbox"/> <b>NO</b>  <i>If yes, why?</i></p>
<p>Do you feel safe when working here at night?  <input type="checkbox"/> <b>YES</b>      <input type="checkbox"/> <b>NO</b>  <i>If NO why?</i></p>

**Standard 6. Informed consent for and knowledge about the healthcare given**

Are all women who need an operation, such as Caesarean Section, allowed to give their informed consent without interference from other individuals known to her?

YES       NO

*If NO why not?*

Do you think that women and older children always get enough information and are able to contribute to decisions about their care?

YES       NO

*If NO, how could this be improved?*

**Standard 7. Recognises and relieves pain and discomfort**

Do you think women and/or children continue to suffer unnecessary pain?

YES       NO

*Please explain:*

Is morphine available for treating severe pain in your facility?

YES       NO

*If not why do you think this is lacking and do you think it should be available?*

What methods do you use to recognise and assess pain in women and/or children?

What methods do you use to help patients cope with pain, other than giving medicines?

**Standard 8. Providing appropriate reproductive healthcare**

Are family planning advice and methods freely available to women or girls who have delivered a baby in your facility? <input type="checkbox"/> YES <input type="checkbox"/> NO <i>If YES which methods are available?</i>
Are you aware of any risks to a mother of having more than 4 pregnancies?
Is it legally possible for women or girls who are pregnant to have a safe termination of pregnancy for medical reasons? <input type="checkbox"/> YES <input type="checkbox"/> NO <i>If YES where is this undertaken?</i>

**Standard 9. Recognises, protects and supports vulnerable and/or abused women and children**

Have you had any training about recognising the abuse of women or children? <input type="checkbox"/> YES <input type="checkbox"/> NO <i>If yes what training has been undertaken?</i>
Have you had any training in managing cases in which abuse is suspected? <i>If Yes what training has been undertaken?</i>
Please tell me about what you did when you last suspected that a woman or child might have been abused (harmed, exploited or neglected)?  What was the outcome?

**Standard 10. Supports best possible nutrition**

How do you find out if a child you see is well nourished and growing properly?

Have you received training about how to help a mother breastfeed her baby successfully?

YES       NO

*If yes, what sort of training were you given?*

Have you received training about how to safely treat a child who is suffering severe malnutrition?

YES       NO

*If yes, what sort of training were you given?*

**Standard 11. Recognising and providing support and treatment for women and children with mental illness**

Have you seen any woman or girl who has recently delivered a baby with severe depression?

YES       NO

*If yes, was she given any treatment and if yes what treatment?*

**Standard 12. Valuing health workers**

Are there any actions in your facility to help promote the welfare of the health workers?

YES       NO

*If yes, what are they?*

Are you still paid if you develop a serious illness that stops you working for more than 2 months?

YES       NO

Are you aware of many of your colleagues who were trained by the Government leaving the public health services?

YES       NO

*If yes, please give an estimate of what percentage have left to work elsewhere*

Are there sufficient obstetrician surgeons and anaesthetists available for treating surgical emergencies, such as a Caesarean section on a 24/7 basis?

YES       NO

*If no please explain the situation*

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**LAST QUESTION (please answer this)**

**If you were the director/chief of this health facility or the Minister of Health, what changes would you make to improve the health care given to women, children and families?**

**If you were the director/chief of this health facility or the Minister of Health, what changes would you make to improve the morale of health workers of all levels?**

**THANK YOU**

Maternal and Child Focused Healthcare

TOOL 1

PART 3

*Interview with pregnant/recently delivered woman or girl, parents /carers and/or older child patient*

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**Part3: Interview with pregnant/recently delivered woman, parents/carers and/or older child patient**

**For completion by interviewer**

Date \_\_\_\_\_

Country \_\_\_\_\_

Health facility \_\_\_\_\_

Clinical area or health care environment \_\_\_\_\_

Length of admission to date \_\_\_\_\_

IF WOMAN or GIRL state if pregnant or post delivery/ \_\_\_\_\_

Age of woman or girl \_\_\_\_\_

If pregnant give details \_\_\_\_\_

IF YOUNG CHILD State if Carer (mother/father/other) for child \_\_\_\_\_

IF OLDER CHILD PATIENT State Age of child patient \_\_\_\_\_

Gender of child  MALE  FEMALE

Informed consent obtained and confidentiality explained  YES  NO

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***Thank you for agreeing to talk to me/us, please will you tell me:***

*Why are you/your child here?*

Do you know what is wrong with you/your child?

YES       NO

*If yes, what is the health problem?*

Did you/your child have any treatment before arriving here?

YES       NO

*If yes what treatment, and who provided this?*

*How far away do you live?*

*How did you get here?*

*Was this easy?*

*What have been the good things about being/coming here and what is not so good?*

*Is there anything would you like to see changed?*

**Suggested questions about the Standards. Only ask if relevant and/or appropriate**

**Standard 1. Promoting health and preventing serious illnesses, injuries and the complications of pregnancy**

Did you experience any delays in reaching this health facility?

YES       NO

*If Yes please explain*

Have you been given any advice/information about keeping yourself/your child healthy?

YES       NO

If yes, did you understand it?

YES       NO

If yes, was this information given verbally or in written/pictorial form? *(Please tick)*

VERBALLY       WRITTEN/PICTORIAL

**Standard 2. Supporting the 'Best possible' healthcare**

Do you think that you have/your child has received the best healthcare that is possible?

YES       NO

*If No what problems have there been in the treatment given?*

**Standard 3. Giving resuscitation and emergency care for the seriously ill**

Do you think that you are/your child is safe here?

YES       NO

*If NO what are you concerned about?*

**Standard 4. Giving healthcare focused on individual need**

Are you able/encouraged to stay with your child for example during painful procedures?

YES       NO

If **not**, would you like to?

YES       NO

Do you feel welcome here?

YES       NO

*If not why?*

Do you think that everyone is treated the same?

YES       NO

*If NO please explain what happens*

Is there enough privacy (for dressing, washing, toileting, from noise etc.) and is confidentiality protected?

YES       NO

*If not, please can you give me some examples?*

Have your thoughts and opinions been asked for and listened to?

YES       NO

*Please give examples either way:*

**Standard 5. Provides healthcare in a safe, secure, clean woman, baby and child focused environment**

<p>Do you think it is clean enough here in this health facility?  <input type="checkbox"/> YES      <input type="checkbox"/> NO  <i>If not, how could it be made cleaner?</i></p>
<p>Do all the health workers always wash their hands before and after examining or treating you/your child?  <input type="checkbox"/> YES      <input type="checkbox"/> NO</p>
<p>Do you feel safe at night here?  <input type="checkbox"/> YES      <input type="checkbox"/> NO  <i>If not please explain why:</i></p>

**Standard 6. Informed consent for and knowledge about the healthcare given**

<p>Do you understand most of what you are told by the health workers?  <input type="checkbox"/> YES      <input type="checkbox"/> NO</p>
<p>Do you think that you are given enough information about what is wrong with you/your child?  <input type="checkbox"/> YES      <input type="checkbox"/> NO</p>
<p>Are you ever given significantly different or conflicting advice/information by different health workers?  <input type="checkbox"/> YES      <input type="checkbox"/> NO  <i>If yes, how do you think health workers could make sure you always get similar information and advice?</i></p>

**Standard 7. Recognises and relieves pain and discomfort**

Have you or your child been in pain here?

YES       NO

*If yes, do you think that it was recognised by the health workers?*

Have any of the tests or treatments undertaken on you/your child been painful?

YES       NO

*Do you think more could have been done to prevent this?*

**Standard 8. Provides appropriate reproductive healthcare**

Have you been given any advice/information about reproductive healthcare such as family planning?

YES       NO

*If yes, did you understand it?*

YES       NO

*If yes, was this information given verbally or in written/pictorial form? (Please tick)*

VERBALLY       WRITTEN/PICTORIAL

*What other information would you have liked, and in what form?*

**Standard 9. Recognises, protects and supports vulnerable and/or abused women and children**

NO QUESTIONS

**10. Supports best possible nutrition**

Did you get any help or advice from a health care worker on breastfeeding?

YES       NO

*If yes, who helped you and did you find it supportive?*

Do you know if you are/your child are adequately nourished?

YES       NO

**Standard 11. Recognising and providing support and treatment for women and children with mental illness**

NO QUESTIONS

**Standard 12. 'Valuing health workers'**

Do you think that there are enough health workers working here?

YES       NO

*If not, what is wrong?*

Do you think that the health workers here are in general happy in their work?

YES       NO

*If not, what do you think is wrong?*

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**LAST QUESTION**

**If you were the director/chief here or the Minister of Health what changes would you make here to improve the situation for women, children and families?**

**THANK YOU**

Printed name and  
initials of  
Interviewer \_\_\_\_\_

Post held \_\_\_\_\_

Signature of  
Interviewer \_\_\_\_\_

Date \_\_\_\_\_