

POSTPARTUM/IMMUNIZATION/CHILD HEALTH OBSERVATION ASSESSMENT

Instructions: CPRC should use this form when conducting a health facility site visit monthly. The observation should be with a client who is 0-12 months post-partum. Examples include a post-partum visit, well child check, immunizations, sick child visit, etc.

Description of observation:

General feedback:

	Score 1-5 1=poor; 5=excellent	Comments
1. Did the healthcare provider listen attentively to the client?		
2. Did the healthcare provider communicate with the client in a sensitive manner?		
3. Did the healthcare provider discuss breastfeeding and / or nutrition messages?		
4. Did the healthcare provider speak to the client with kindness?		
5. Did healthcare providers show empathy for the client's situation or feelings?		
6. Did the healthcare provider show genuine concern for the client?		
7. Did the healthcare provider provide comfort to the client?		
8. Did the healthcare provider make the client feel cared for?		
9. Did the healthcare provider really understand the client's needs?		
10. Was the healthcare provider very supportive when talking to the client?		

11. Did the healthcare provider provide care to the client in a gentle manner?		
12. Was the client's privacy maintained during the medical examinations?		
13. Did the healthcare providers speak to the client in a language that she could understand?		
14. Was service provision delayed due to the health facilities internal problems?		
15. Did the client experience any form of verbal abuse at the hands of the healthcare provider?		
16. Did the healthcare provider establish a good relationship with the client?		