



Health Facility Survey

Tool to evaluate the quality of care delivered
to sick children attending outpatients facilities

(using the Integrated Management of Childhood Illness
clinical guidelines as best practices)



Department of Child and Adolescent Health and Development
Family and Community Health Cluster
WORLD HEALTH ORGANIZATION

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Contents

Acknowledgements	v
Introduction	1
Chapter 1. Evaluating the quality of care delivered to sick children attending first-level health facilities	3
1.1 Scope of the evaluation	5
1.2 Objectives of the survey	6
1.3 Deciding when to conduct a health facility survey	7
1.4 What's in this manual	7
Chapter 2. Planning the survey	11
2.1 Select survey coordinator	13
2.2 Identify and involve local staff who can contribute to the design and conduct of the survey	13
2.3 Identify the country-specific objectives of the survey	14
2.4 Decide on the geographic area and timing for the survey	15
2.5 Sample the health facilities to survey	16
2.6 Calculating sample size in cluster sampling: more statistical detail	25
Chapter 3. Preparing to conduct the survey	27
3.1 Identify supervisors and surveyors for the survey	29
3.2 Finalize and secure the budget	30
3.3 Adapt and translate survey instruments	31
3.4 Pre-test survey instruments	32
3.5 Prepare a schedule for facility visits	33
3.6 Prepare for analysis and dissemination	33
3.7 Preparing for training	34
3.8 Train supervisors and surveyors	35
Chapter 4. Conducting and supervising the survey	41
4.1 Conducting the survey	43
4.2 Supervise the survey	47

Chapter 5. Entering and analysing data	51
5.1 Data entry	53
5.2 Data analysis	56
5.3 Data analysis plan	58
5.4 Calculating limits of precision for programme indicators which correctly account for the sampling method used	68
5.5 Stratified samples: Weighting results to calculate survey totals	70
Chapter 6. Use the information collected	73
6.1 Using quantitative and qualitative data	75
6.2 Common errors in using survey data	76
6.3 Discuss and interpret the results	76
6.4 Write a summary report and present findings	80
6.5 Feedback and disseminate findings	80
6.6 Complete a final survey report	81
Annexes	
Annex A. Forms and instruments	83
Part 1. Forms	83
Part 2. Survey instruments	97
Annex B. Question-by-question explanations	119
Annex C. Training survey staff	135
Annex D. Indicators for IMCI in first-level health facilities	151
Part 1. Priority indicators	153
Part 2. Supplemental measures for IMCI at health facility level	155
Annex E. Supplemental measures	159
Annex F. Case scenarios for health worker interviews (option)	169
Annex G. EpiInfo and generic files for data entry and analysis	177

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Introduction

This manual describes a survey method for evaluating the quality of care delivered to sick children at health facilities. It was developed by the Department of Child and Adolescent Health and Development (CAH), Family and Community Health Cluster (FCH), of the World Health Organization (WHO), in close collaboration with partners and child health programme managers in countries. This 'integrated' survey combines elements from surveys previously conducted separately for specific programme areas. The instruments and methods presented here build on experiences gained through the Control of Diarrhoeal Disease Programme (CDD), Acute Respiratory Infections' Programme (ARI), and the Global Programme for Vaccines and Immunization (GPV). Instruments and methods have been tested in different country settings and the manual has been reviewed by experts within and outside WHO.

In this survey, the clinical guidelines for first-level health facilities developed for the Integrated Management of Childhood Illness (IMCI) are used as the clinical standard against which health worker practices are compared. The generic version of the IMCI clinical guidelines includes evidence-based case management standards for children with a number of very severe conditions needing referral, including: acute respiratory infections,

diarrhoeal diseases, malaria and other diseases with fever, measles, ear problems, anemia, and malnutrition.

IMCI is a strategy to reduce child deaths and the frequency and severity of child illness and disability, and to promote healthy growth and development. IMCI includes interventions to improve: health worker skills (particularly case-management practices); key elements of the health system (to support case-management and preventive services); and family and community health practices (notably healthy growth and development, prevention of illness, home-care, and careseeking) [see Figure 1].

What does the survey measure?

The survey measures health worker practices in a number of areas, for example how well they assess, classify, treat sick children, and then counsel caretakers. These measures of health worker practice are called outcome measures. The periodic measurement of outcome measures is the most practical way to evaluate programmes over time. Outcomes are summarized as indicators that are used to track progress and to set targets. Larger-scale impact studies designed to determine whether programme activities have changed child mortality or morbidity are much more complicated, conducted less frequently, and require much larger sample sizes. This kind of study is not appropriate for routine programme

Figure 1. Integrated Management of Childhood Illness (IMCI)



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