



Quality Improvement Secretariat

Ministry of Health & Family Welfare

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Guideline for using Quality Assurance Checklist

The quality assurance (QA) checklist is the checklist to assess the quality of safe delivery services (ANC, PNC, normal delivery and FP) at the H&FWCs in Narsingdi district on pilot basis.

Following is the guideline for using the checklist. However, the facility manager may adopt the guideline according to the local situation and needs.

- The H&FWC should be assessed quarterly using the QA checklist.
- The facility should be assessed by FWV and SACMO/MA together. However, the team may include AFWO, UFPO and/or MO-MCH of the respective Upazila, if opportunity is there (for example, during their monitoring visits).
- In order to fill up the checklist, the team will visit all the rooms one by one as mentioned on the checklist to collect relevant information (including observation) and note them down on the checklist.
- The team will then sit together to sum up the total score for each of the rooms and calculate the percentage. They will also calculate the total score and percentage for the whole facility adding up the scores obtained by each of the rooms. At the end of the assessment and based on assessment findings, the team will provide recommendations for improvement of quality of services.
- The team will also develop an action plan, based on the findings, for implementation and subsequent monitoring. To visualize the current situation and changes, the team may consider making bar graphs with the scores (percentage) obtained over time (room by room and for total score). This would help the service providers understand the trend over time.
- A copy of the findings should be send to the MO-MCH/UFPO, and DDFP for information. A copy can also be sent to the Program Manager, MCH, DGFP for information and necessary action.

Quality Assurance Checklist for Safe Delivery Services: For H & FWC

1. General Information

Date of visit: _____

Name of facility visited: _____

Name of QAT members with designation:

1. _____

2. _____

3. _____

4. _____

2. Human resources for safe delivery services

Human Resources	Number	Comments
1. Medical Officer (MO)		
2. FWV (please mention if she is trained on midwifery)		
3. SACMO		
4. Pharmacist		
5. MLSS/Aya/Guard		

3. Availability of services

Services	Yes	No	Comments
1. Normal delivery			
2. ANC			
3. PNC			
4. Test blood for hemoglobin			
5. Test urine for albumin			
6. Provide health education at FWC (check the register)			
7. FP services			

4. Service statistics (collect information from FWV/SACMO)

Services	No. performed		Comments
	Last month	Last 3 months	
1. ANC at FWC			
2. PNC at FWC			
3. Normal delivery at FWC			
4. Normal delivery at home			
5. No. of satellite clinic conducted			
6. No. of satellite clinic merged with EPI			
7. No. of pregnant women referred from Union			
8. No. of still births at union			
9. No. of maternal deaths at the union			

5. General management (FWV/SACMO)

	Yes/ present	No/ absent	Comments
1. Safe delivery team formed			
2. Union action plan developed			
3. Conducts safe delivery team meeting regularly (monthly/bimonthly) [check minutes]			
4. MCH information board present with updated data			
5. Monthly report sent regularly			
6. Facility clean			
7. Service information board			
8. Clients' charter of rights			
9. Providers' charter of rights			
10. Drug list			
11. Seating arrangements for patients			
12. Provide regular health education at waiting area (check the register)			
Total score:			% achieved:

6. ANC/PNC room/corner (FWV)

	Present/ yes	Absent/ no	Comments
1. BP machine			
2. Stethoscope			
3. Foetoscope			
4. Weighing scale (adult)			
5. Measuring tape			
6. Patient/client examination bed			
7. Does the provider check BP, weight, anemia, edema etc. (cross check with one or two clients)			
8. Does the provider check the abdomen (position, fetal heart sound etc.) [cross check with one or two clients]			
9. Maintains privacy			
10. Counsel mother on birth planning, nutrition and exclusive breast feeding			
11. Provide iron folic acid tablets			
12. Use referral slip for referring patients			
13. Maintains register			
Total score:			% achieved:

7. Delivery room (FWV): [Skip this section if the centre does not provide normal delivery services]

Functioning equipment and logistics	Present/ Yes	Absent/ No	Comments
1. Delivery table			
2. Spot light			
3. Sterilizer (electrical or kerosene)			

Functioning equipment and logistics	Present/ Yes	Absent/ No	Comments
4. Autoclave (kerosene or electrical)			
5. Baby weighing scale			
6. Filled oxygen cylinder			
7. Ambu bag (adult)			
8. Ambu bag (child)			
9. Three normal delivery sets			
10. At least one delivery set ready for use (sterile)			
11. Instrument trolley			
12. Baby tray			
13. Mucous sucker for neonates			
14. BP machine			
15. Stethoscope			
16. Measuring tape			
17. Sharp disposal container			
18. Emergency light			
19. Sterile gloves			
20. Catheter			
21. Allows choice of position for delivery			
22. Uses partograph (check)			
23. Decontaminates equipment with 0.5% chlorine solution			
24. Cleans (mopped) delivery room after delivery			
25. Cleans delivery table and instrument trolley with 0.5% chlorine solution after delivery			
26. Practices active management of 3 rd stage of labour (ask what actually she does)			
27. Practices delayed cord cutting (cutting cord after pulsation stops)			
28. Baby dried and wrapped immediately after birth			
29. Baby put onto the breast within 30 minutes			
30. Neonatal resuscitation done (if necessary)			
31. Maintains privacy			
32. Hand washing facility with running water			
33. Takes birth weight			
34. Provides post-partum vitamin A supplementation to mother			
35. Closely observe mother for at least 2 hours			
36. Maintains delivery register (check if all the columns are filled up)			
Total score:			% achieved:

8. Overall achievements

Overall total score: 61	Score obtained:
Overall achievement:	= %
[(score obtained ÷ 61) × 100]	
Note: If the facility does not conduct normal delivery, divide score obtained by 25	

**9. Prepare case study (2 to 3) particularly to assess the referral knowledge of FWV.
Comments on case study:**

10. Actions taken by the QAT:

11. Recommendations:

Note: Please give a copy of this report to concerned UFPO, DDFP (Norsingdi) and Program Manager, Reproductive Health Program, DGFP