

Scorecard Part 1 – STAFF INTERVIEW

Health Facility Name	Mother Organization	UNRWA	Code	Location
Date of visit		Name of Staff Administering Scorecard		

Table 1: General Clinic Data	Number
1.1. Total clients in the last quarter List quarter dates: _____	
1.2. Of total clients, number of Maternal Health clients in last quarter	
1.3. Of total clients, number of U3 children in last quarter	
SOURCE OF ABOVE DATA: <input type="checkbox"/> Medical Records (database, log/register) <input type="checkbox"/> Other (specify): _____	

Table 2: Supportive Supervision			
	Staff #	1	2
2.1. Were you supervised 'face-to-face' in the last month?		<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
2.2. If supervised in last month, were you provided with feedback from your supervisor?		<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N
2.3. Did your supervisor review medical records with you in the last month?		<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> n/a	<input type="checkbox"/> Y <input type="checkbox"/> N <input type="checkbox"/> n/a
2.4. Did your supervisor use and/or refer you to any supervisory tools, protocols or aides during your last supervision (e.g., checklists, scorecard, etc)?		<input type="checkbox"/> Y <input type="checkbox"/> N	<input type="checkbox"/> Y <input type="checkbox"/> N

**Scorecard Part 1 Guidelines -
Clinic Staff Interview**

Table 1. Obtain clinic service statistics

- 1.1. Obtain total clients presenting to health facility in the last quarter. Record the exact dates of the 3 months corresponding to the data indicated. For example, April 1-June 30, 2007.
- 1.2 Of the total clients above, document the number of maternal health clients (MHC)
- 1.3 Of the total clients in 1.1 above, document the number of children under the age of 3 years (U3 children)
- 1.4 Check the appropriate box indicating the source of the health service statistics: medical records (either paper- or electronic-based records), or via some other source. If other source, please specify in space provided.

Table 2. Interview two (2) health care providers in the clinic about the supportive supervision they received from their immediate supervisor in the past month. *[Note: these questions are intended to solicit information on clinic supervision, not to measure Hanan ‘supervision visits’].* Inform providers that all information they provide will be held in strict confidence and that individual responses will never be discussed with anyone.

2.1 Randomly select and individually, ask each of the two (2) health care providers whether s/he has received supervision in the past month (past 30 days from date of interview).

If the answer to 2.1 is “No”, skip to Scorecard Part 2: Medical Record Review.

2.2 Ask provider if s/he was given feedback from the supervisor during the last supervision.

2.3 Ask provider if supervisor reviewed medical records with the provider during last supervision.

2.4 Ask whether supervisor used any supervisory tools, protocols or aides during last supervision such as checklists, scorecard tools, or any other tool.
