

Ethiopian Quad Project

**Strengthening Compassionate and Respectful
Maternity Care for HIV Positive Mothers during
Antenatal, Labor and Delivery Service in Public
Health Facilities of Addis Ababa, Ethiopia**

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Ethiopian Quad Members



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ARC Project Summary

What are we trying to accomplish?	How will we know if a change is an improvement?	What change will we make that will result in an improvement?
<p>Overarching Goal</p> <p>To improve the quality of maternity and Pediatric Health Services through Compassionate, and Respectful Care approach in the selected three Hospitals of Addis Ababa.</p>	<p>AIM Statement</p> <ul style="list-style-type: none"> • Increase the competence of nurses and midwives on CRC from 50% to 80% at Black Lion, Zewditu and Alert Hospitals, by April 2017. • Improve the service satisfaction of patients attending in the three identified hospitals through the CRC approach from 40% to 70% by June, 2017. 	<p>Your Intervention</p> <ul style="list-style-type: none"> • Six days on facility assessment survey which is finished. • Systematic and organized training • Mentoring and supportive supervision q. 2 weeks. • Monitoring and Evaluation q month.

Materials to Bring to March 2017 Learning Session

- Revised and finalized CRC project Narrative.
- Revised Manual for training on CRC (Reference FMOHE).
- Compassionate and Respectful Care PPT for training purpose.
- Pre and Post test questions
- Interview Checklist tool for conducting CRC.
- Checklist for assessment of CRC during clinical practice in health facilities.

Materials...

- Authentic leadership self assessment questionnaire on CRC.
- CRC health teams evaluation questionnaire.
- Project M&E processes PPT.
- Summary results and analysis PPT on facility assessment survey.

Objective 1	Activities (Please put already <u>completed</u> activities from Action Periods 1& 2 in BLUE)	Anticipat ed Outcome	Indicator	Tools
<p>Increase the competence of nurses and midwives on CRC from 50% to 80% at Black Lion, Zewditu and Alert Hospitals, by April 2017.</p>	<p>1. Baseline facility assessment through survey. 2. Development of Training Materials. 3. Pilot testing of teaching materials for its relevancy and feasibility by experts in the field and head nurses.</p>	<p>Improved with updated competence on compassionate, respectful maternity care.</p>	<ul style="list-style-type: none"> • %ile increase on pretest and post test results by 30% on CRC (OUTCOME). • Increase on communication skill during role play and other activities. (Outcome) 	<ul style="list-style-type: none"> • Pretest and post test questions (Input). • Activities such as brainstorming, case studies, and role play prepared in the manual (Process). • Reflection on daily and End of course evaluation used for the training sessions. (process). Checklists for self, team and leaders evaluation related to CRC (Input)

Obj 1...	Activities (Please put already <u>completed</u> activities from Action Periods 1& 2 in BLUE)	Antici pated Outco me	Indicator	To ols
	<ol style="list-style-type: none"> 1. Designing pre and post test questions. 2. Orientation and refreshment for the head nurses. 3. Identification of participants and sites. 		<ul style="list-style-type: none"> • Facility assessment survey tool analysis (Input). 	
	<ol style="list-style-type: none"> 1. Invitation of the trainees. 2. Selection of trainers 3. Organize four rounds of training for 80 participants for 3 days each. 4. Prepare logistics and duplication of training materials. 5. Providing pre and post test. <p>Blue color- finalized Red color- on Process</p>		<ul style="list-style-type: none"> • Used financial resources for the training (Input & Process). • Training of 80 participants (output) • Selection of 4 mentors (Input) • Finalized training materials and checklists (Input). 	

Objective 2	Activities (Please put already <u>completed</u> activities from Action Periods 1& 2 in BLUE)	Anticipated Outcome	Indicator	Tools
<p>Improve the service satisfaction of patients attending in the three identified hospitals through the CRC approach from 40% to 70% by June, 2017.</p>	<ol style="list-style-type: none"> 1. Budget breakdown and allocation of budget. 2. Quad members and respected head nurses orientation and discussion related to the project. 3. Designing checklist to assess patient satisfaction on exit interview. 	<p>Increase service satisfaction of HIV Positive mothers from the baseline data.</p>	<ul style="list-style-type: none"> • Financial resources to be used for mentors and organizers based on the prepared TOR with ARC. (Input & Process) • Recruitment of 6 mentors (Input) • Development of TOR for mentors (Input) 	<ul style="list-style-type: none"> • Facility assessment survey tool analysis (Input). • Interview checklist on service satisfaction (Input) • Manual on CRC (Input).

Objective 2...	Activities (Please put already <u>completed</u> activities from Action Periods 1& 2 in BLUE)	Anticipated Outcome	Indicator	Tools
	<p>1. Recruitment of 6 mentors for data collection, interview, and supportive supervision as well as report writing.</p> <p>2. Analysis of data during baseline and end of project .</p> <p>3. Conducting supportive supervision by mentors and Quad members on sites.</p>		<ul style="list-style-type: none"> No of visit for supportive supervision (Process) Finalized report on the project (Outcome) 	<ul style="list-style-type: none"> TOR for mentors and supportive supervision
			<ul style="list-style-type: none"> Prepared checklist for exit interview (Input). Change on service satisfaction from 40% to 70% (outcome). Positive reflection on the side of head nurses (Outcome) 	

M&E Indicator Matrix

Input	Process	Output	Outcome
<ul style="list-style-type: none"> •Financial resources • 4 mentors are selected •Finalized training materials and checklists. •Facility assessment survey tool analysis. 	<ul style="list-style-type: none"> •80 participants will be trained •Brainstorming, case studies activities. •Reflection on daily evaluation 	<ul style="list-style-type: none"> •Increase on communication skill 	<ul style="list-style-type: none"> •Percentile increase from pretest and posttest.
<ul style="list-style-type: none"> •Pre and post test questions •Checklists for self, team evaluation •Recruitment of 6 mentors • Dev't of TOR for mentors. •Checklist for exit interview. •Prepared document on CRC. 	<ul style="list-style-type: none"> •No of supportive supervision 	<ul style="list-style-type: none"> • Finalized report on the project •No of visit on supportive supervision . •Positive reflection on side of head nurses as evidenced on minute. 	<ul style="list-style-type: none"> •Change on service satisfaction from 40% to 70% .

Output Indicator Matrix

Output Indicator	When/frequency	How/method [i.e., observation, chart review, questionnaire, interview, etc]	Who
Increase on communication skill	<ul style="list-style-type: none"> • After training and during supportive supervision 	<ul style="list-style-type: none"> • Observation and discussion activities 	Nurses and midwives
<ul style="list-style-type: none"> • Finalized report on the project 	<ul style="list-style-type: none"> • On July 2017 	<ul style="list-style-type: none"> • Document sent and presentation 	Ethiopian 'quad members
<ul style="list-style-type: none"> • No of visit on supportive supervision . • Positive reflection on side of head nurses as evidenced on minute. 	<p>Every month beginning April/2017</p> <ul style="list-style-type: none"> • At the end of the project at the end of July 2017 	<ul style="list-style-type: none"> • Chart review, observation and interview • Observation, discussion and interview 	<p>Quad plus and quad group.</p> <p>Quad plus and quad group as well as head nurses</p>

Outcome Indicator Matrix

Outcome Indicator	When/frequency	How/method [i.e., observation, chart review, questionnaire, interview, etc.]	Who
Percentile increase from pretest and posttest.	After the training on mid of April/2017 Once	Test before the training begins as diagnostic evaluation and after the training ends as summative.	The quad plus and quad members
Change on service satisfaction from 40% to 70% .	Expected at the end of the project July 2017	Interview results from satisfaction survey from patients. Using questionnaire Leaders interview and feedback	The quad plus and quad members

Project Baseline M&E Processes

- Knowledge assessment GAP on question related to KA3, KA6, KA11, KA15, KA18, KA22, KA27, KA28 and KA29 on action period I
- Inadequate Pre - service education preparation needed in KAP for pregnant and breast feeding women
- Disrespectful Nurses and midwives, and unkind to HIV+ women and children

Results

- 50% and 25% respectively always and sometimes abuse.
- 72 % have full competence and 20 % have average competence on giving service to PMTCT HEI Care.
- The nurses and midwives neglect the counseling needs of HIV+ women and children
- **Disrespectful Nurses and midwives, and unkind to HIV+ women and children**

Way Forward (April-July 2017)

- Review and reinforce the draft plan based on the feedback and comments from others & ARC.
- Support on the analysis of the interview and overcome subjectivity response of the interviewee for completing the project successfully.
- Next action period will be to implement the project based on the plan.
- Designing and come forward with a new draft for the next project.