[NAME OF COUNTRY]
[NAME OF ORGANIZATION]

FORMATTING DATE: 01 Nov 2024 ENGLISH LANGUAGE: 09 Oct 2024

THE DHS PROGRAM SERVICE PROVISION ASSESSMENT OBSERVATION OF SICK CHILD CONSULTATION

FACILITY IDENTIFICATION			
FACILITY NUMBER PROVIDER SERIAL NUMBER [FROM STAFF LISTING FORM] CLIENT CODE [FROM CLIENT LISTING FORM]	QTYPE OSC		
PROVIDER INFORMAT	TION		
PROVIDER QUALIFICATION CATEGORY: PROVIDER TYPE 1 01 PROVIDER TYPE 2 02 PROVIDER TYPE 3 03 PROVIDER TYPE 4 04 PROVIDER TYPE 5 05 PROVIDER TYPE 6 06 PROVIDER TYPE 7 07 PROVIDER TYPE 8 08	PROVIDER CATEGORY		
PROVIDER TYPE 9	SEX OF PROVIDER		
INFORMATION ABOUT OBSE	ERVATION		
DATE	MONTH		
INTERVIEWER'S NAME:	OBSERVER'S NUMBER		
LANGUAGE OF QUESTIONNAIRE** 0 1 LANGUAGE OF INTERVIEW**	TRANSLATOR USED (YES = 1, NO = 2)		
LANGUAGE OF QUESTIONNAIRE** ENGLISH	**LANGUAGE CODES: 01 ENGLISH 03 LANGUAGE 05 LANGUAGE 02 LANGUAGE 04 LANGUAGE 06 LANGUAGE		
TEAM TEAM SUPERVISOR			
NUMBER NAME NUMBER			

OBSERVATION OF SICK CHILD CONSULTATION

BEFORE OBSERVING THE CONSULTATION, OBTAIN PERMISSION FROM BOTH THE SERVICE PROVIDER AND THE CLIENT. MAKE SURE THAT THE PROVIDER KNOWS THAT YOU ARE NOT THERE TO EVALUATE HIM OR HER, AND THAT YOU ARE NOT AN "EXPERT" TO BE CONSULTED DURING THE SESSION.

PC	INTRODUCTION AND PROVIDER CONSENT		
	READ THE FOLLOWING CONSENT STATEMENT TO THE PROVIDER. IF THIS IS NOT THE FIRST CLIENT YOU'RE OBSERVING FOR THIS PROVIDER, DON'T READ THE CONSENT AGAIN, BUT ASK THE PROVIDER IF YOU CAN STAY IN THE ROOM TO OBSERVE THE NEXT CLIENT'S CONSULTATION. RECORD THE ANSWER AS APROPRIATE, SIGN AND DATE. IF CONSENT IS GRANTED, MOVE TO THE CLIENT CONSENT.		
	Good day! My name is We are here on behalf of the [IMPLEMENTING AGENCY] conducting a survey of health facilities to assist the government in knowing more about health services in [COUNTRY].		
	Your facility was selected to participate in this study. We will be observing your consultation with this client in order to understand how services for sick children are provided in this facility. At the end of the consultation, we will ask you questions about the types of services that you provided. The observation usually takes about 15-20 minutes.		
	Information from this observation is confidential and will not be shared with anyone other than members of our survey team. The information acquired during this observation may be used by the [IMPLEMENTING AGENCY], other organizations or researchers, for planning service improvements or further studies of services.		
	Neither your name nor the names of your clients participating in this study will be included in the dataset or in any report; however, there is a small chance that the facility can be identified. Still, we are asking for your help to ensure that the information we collect is accurate.		
	Participation in the survey is voluntary. You may refuse to answer any question, or you can ask me to leave at any point, if you feel uncomfortable. There is no penalty for refusing to participate, however, we hope you won't mind our observing your consultation.		
	In case you need more information about the survey, you may contact the person listed on the card that has already been given to your facility manager. Do you have any questions?		
	Do I have your permission to be present at this consultation?		
	SIGNATURE OF INTERVIEWER DATE		
	DAY		
	MONTH		
	YEAR . 202		
	PROVIDER AGREES PROVIDER DOES NOT AGREE TO BE OBSERVED		

101	CLIENT CONSENT		
	READ THE FOLLOWING CONSENT STATEMENT TO THE CLIENT		
	Good day! My name is We are here on behalf of the [IMPLEMENTING AGENCY] conducting a survey of health facilities to assist the government in knowing more about health services in [COUNTRY].		
	This facility was selected to participate in the study. I would like to be present while you are receiving services today in order to understand how sick child services are provided in this facility. The observation usually takes about 15-20 minutes.		
	We are not evaluating the [NURSE/DOCTOR/PROVIDER] or the facility. Information from this observation is confidential and will not be shared with anyone other than members of our survey team. The information acquired during this observation may be used by the [IMPLEMENTING AGENCY], other organizations or researchers, for planning service improvements or further studies of services.		
	Neither your name nor the date of service will be provided in any shared data, so your identity and any information about you will remain completely confidential.		
	Please know that whether you decide to allow me to observe your visit is completely voluntary and that whether you agree to participate or not will not affect the services you receive. If at any point you would prefer I leave please feel free to tell me. There is no penalty for refusing to participate, however, we hope you won't mind our observing the consultation.		
	After the consultation, my colleague would like to talk with you about your experience here today. In case you need more information about the survey, you may contact the in-charge manager of this health facility.		
	Do you have any questions for me at this time?		
	Do I have your permission to be present at this consultation?		
	SIGNATURE OF INTERVIEWER		
	CLIENT AGREES TO BE OBSERVED 1 TO BE OBSERVED 2 → END		

NO.	QUESTION / OBSERVATIONS	CODING CATEGORIES	GO TO
102	RECORD THE TIME THE OBSERVATION STARTED	HOURS	
103	IS THIS THE FIRST OBSERVATION FOR THIS PROVIDER FOR THIS SERVICE?	YES 1 NO 2	
104	RECORD SEX OF THE CHILD. CONFIRM SEX OF CHILD WITH THE PROVIDER	MALE	

PROVIDER INTERACTION WITH CARETAKER AND CHILD

NO.

FOR EACH OF THE GROUPS THAT FOLLOW, CIRCLE ANY ACTIONS TAKEN BY THE PROVIDER OR THE CLIENT. IF NO ACTION IN THE GROUP IS TAKEN, CIRCLE "Y" FOR EACH GROUP AT THE END OF THE OBSERVATION

CLIENT HISTORY

105	RECORD WHETHER A PROVIDER ASKED ABOUT OR WHETHER THE CARETAKER MENTIONED THAT THE CHILD HAD ANY OF THE FOLLOWING MAIN SYMPTOMS:	
01	FEVER A	
02	COUGH OR DIFFICULT BREATHING (E.G., FAST BREATHING OR CHEST IN-DRAWING) B	
03	DIARRHEA C	
04	NONE OF THE ABOVE Y	
106	RECORD WHETHER A PROVIDER ASKED ABOUT OR WHETHER THE CARETAKER MENTIONED ANY OF THE FOLLOWING GENERAL DANGER SIGNS:	
01	CHILD IS UNABLE TO DRINK OR BREASTFEED	
02	CHILD VOMITS EVERYTHING B	
03	CHILD HAS HAD CONVULSIONS WITH THIS ILLNESS	
04	CHILD HAS HAD LETHARGY. IF CHILD IS ASLEEP, TRIED TO ROUSE CHILD	
05	NONE OF THE ABOVE	

04

NONE OF THE ABOVE

NO. QUESTION / OBSERVATIONS CODING CATEGORIES GO TO

QUESTIONS TO PROVIDER

	AFTER THE CONSULTATION, ASK THE PRO	
200	Has (NAME) presented today or has the caretaker mentioned that the child had any of the following main symptoms or danger signs for any illness?	
	READ EACH SYMPTOM AND SIGN OPTION AND CIRCLE CODE '1' IF YES, OR CODE '2' FOR NO.	YES NO
	a) A Fever?	a) FEVER 1 2
	b) Cough or difficult breathing that is fast, short, rapid breaths or chest indrawings?c) Diarrhea?	b) COUGH OR DIFFICULT BREATHING
	d) Unable to drink or eat or breastfeed?	d) UNABLE TO DRINK OR EAT 1 2
	e) Vomits everything?	e) VOMITS EVERYTHING 1 2
	f) Convulsions?	f) CONVULSIONS 1 2
	g) Being lethargic or unconscious?	g) LETHARGY 1 2
201	What was the outcome of this consultation?	
	READ EACH OUTCOME OPTION AND CIRCLE CODE '1' IF YES, OR CODE '2' FOR NO.	YES NO
	a) Treated and sent home	a) TREATED/SENT
	b) Child referred to provider, same facility	HOME 1 2 b) REFERRED TO PROVIDER
	c) Child admitted, same facility	SAME FACILITY 1 2 c) ADMITTED
	d) Child sent to lab for testing	SAME FACILITY 1 2 d) SENT TO LAB
	e) Child referred to other facility	FOR TESTING 1 2 e) REFERRED TO OTHER FACILITY 1 2
	DIAGNO	DSIS
	ASK THE PROVIDER TO TELL YOU THE DIAGNOSIS FOR CIRCLE THE DIAGNOSIS MADE. IF NO DIAGNOSIS MARESPONSE CODE.	
	DIAGNOSIS (OR MAIN SYMPTOM, IF NO DIAGNOSIS)	
202	DEHYDRATION CIRCLE CODE "3" FOR "NONE OF THE ABOVE" IF NO DEHYDRATION DIAGNOSIS MADE.	SEVERE DEHYDRATION 1 SOME DEHYDRATION 2 NONE OF THE ABOVE /

NO DEHYDRATION

...... 3

NO.	QUESTION / OBSERVATIONS	CODING CATEGORIES	GO TO
203	RESPIRATORY SYSTEM CIRCLE CODE "Y" FOR "NONE OF THE ABOVE" IF NO RESPIRATORY SYSTEM DIAGNOSIS MADE.	PNEUMONIA / BRONCHOPNEUMONIA A UPPER RESPIRATORY INFECTION (URI) / ACUTE RESPIRATORY ILLNESS (ARI) B OTHER COUGH AND RESPIRATORY ILLNESS C NONE OF THE ABOVE Y	33.5
204	DIGESTIVE SYSTEM / INTESTINAL CIRCLE CODE "Y" FOR "NONE OF THE ABOVE" IF NO DIGESTIVE SYSTEM / INTESTINAL SYSTEM DIAGNOSIS MADE.	DIARRHEA A DYSENTERY B OTHER GASTROINTESTINAL TRACT INFECTION C NONE OF THE ABOVE Y	
205	MALARIA CIRCLE CODE "3" FOR "NONE OF THE ABOVE" IF NO MALARIA DIAGNOSIS MADE.	MALARIA (UNCOMPLICATED) 1 MALARIA (SEVERE) 2 NONE OF THE ABOVE 3	
206	FEVER, MEASLES, AND OTHER INFECTIONS CIRCLE CODE "Y" FOR "NONE OF THE ABOVE" IF NO FEVER, MEASLES AND OTHER INFECTIONS DIAGNOSIS MADE.	FEVER OF UNKNOWN ORIGIN A POSSIBLE SERIOUS BACTERIAL INFECTION (PSBI) B MEASLES C OTHER INFECTIONS D NONE OF THE ABOVE Y	
207	OTHER DIAGNOSIS CIRCLE CODE "Y" FOR "NONE OF THE ABOVE" IF NO DEHYDRATION DIAGNOSIS MADE.	ABSCESS A EAR INFECTION B THROAT INFECTION C ANEMIA D MODERATE ACUTE MALNUTRITION (MAM) E SEVERE ACUTE MALNUTRITION (SAM) F OTHER DIAGNOSIS X (SPECIFY) NO OTHER DIAGNOSIS Y	
Α	DDITIONAL QUESTIONS ON AND TEST F		ON
208	Is this (NAME)'s first visit to this facility for this illness, or is this a follow-up visit?	FIRST VISIT 1 FOLLOW-UP 2 DON'T KNOW 8	
209	Did (NAME) receive Vitamin A within the past 6	YES 1	

208	Is this (NAME)'s first visit to this facility for this illness, or is this a follow-up visit?	FIRST VISIT 1 FOLLOW-UP 2 DON'T KNOW 8
209	Did (NAME) receive Vitamin A within the past 6 months?	YES 1 NO 2 DON'T KNOW 8
210 (FN1)	Did (NAME) receive Mebendazole or Albendazole within the past 6 months?	YES 1 NO 2 DON'T KNOW 8
211	You checked (NAME) palms for a pallor today. Did you find that (NAME) had a palmar pallor?	YES

NO.	QUESTION / OBSERVATIONS	CODING CATEGORIES	GO TO
212	Did you or other healthcare provider in this facility test/request a hemoglobin test for (NAME)?	YES]→ 215
213	Is (NAME)'s hemoglobin result available?	YES]→ 215
214	What is (NAME)'s hemoglobin concentration level? RECORD HEMOGLOBIN CONCENTRATION LEVEL IN BOXES IN G/DL in 00.0 FORMAT, ADD PRECEEDING "0" IN THE FIRST BOX IF HB LEVEL IS LESS THAN 10.0 G/DL, FOR EXAMPLE 09.9 G/DL	G/DL	
215	CHECK 200(a) IF CHILD PRESENTED WITH A FEVER T	ODAY.	217
216	You said that (NAME) had a fever today. Has name had a fever with this illness [DIAGNOSIS IN 202, 203, 204, 205, 206, 207] or any time in the past two days?	YES 1 NO 2 DON'T KNOW 8	→218
217	You said that (NAME) did not have a fever today. Has (NAME) had a fever with this illness [DIAGNOSIS IN 202, 203, 204, 205, 206, 207] or any time in the past two days?	YES	
218	Have you or other healthcare provider in this facility measured (NAME)'s temperature today?	YES]→ 220
219	What is (NAME)'s body temperature? RECORD BODY TEMPERATURE IN BOXES IN THE UNIT DEGREES CELSIUS (°C) in 00.0 FORMAT.	DEGREES CELSIUS	
220	Did (NAME) have a malaria rapid diagnostic test (RDT) done anywhere in this facility before coming into this consultation room to see you today?	YES]→ 223
221	Did you see, or did the caretaker show you (NAME)'s malaria RDT result as part of this consultation?	YES	→ 223
222	What is (NAME)'s result of the malaria RDT test?	POSITIVE 1 NEGATIVE 2 DON'T KNOW 8	
223	CHECK 200, 205, 206, 211, 216, 217: IF CHILD HAD PRI '1' IS CIRCLED IN 200(a), WAS DIAGNOSED WITH ANY CIRCLED IN 205) AND / OR WITH A FEVER (CODE 'A-D WITH PALMAR PALLOR (CODE '1' IS CIRCLED IN 211), DIAGNOSED ILLNESS OR IN THE PAST TWO DAYS(CO	/ MALARIA (CODE '1' OR CODE '2' ÌS ' IS CIRCLED IN 206) AND / OR FOUND AND /OR HAD A FEVER WITH	
	YES, DIAGNOSED WITH ANY MALARIA AND / OR ANY FEVER AND / OR PALMAR PALLOR	OTHER	230

NO.	QUESTION / OBSERVATIONS	CODING CATEGORIES	GO TO	
224	(NAME) had fever and/or was diagnosed with (DIAGNOSIS FROM 205, 205, AND/OR 211), did you or other healthcare provider perform/request a mRDT test to confirm malaria?	YES] -> 227	
225	Is (NAME)'s malaria rapid diagnostic test (mRDT) result available?	YES, AT THE PROVIDER SITE 1 YES, AT THE LABORATORY 2 NO 3 DON'T KNOW 8]→ 227	
226	What is (NAME)'s result of the mRDT test?	POSITIVE 1 NEGATIVE 2 DON'T KNOW 8		
227	(NAME) had fever and/or was diagnosed with (DIAGNOSIS FROM 205, 206, AND/OR 211), did you or other healthcare provider perform/request a malaria microscopy to confirm malaria?	YES 1 NO 2 DON'T KNOW 8]→ 230	
228	Is (NAME)'s malaria microscopy result available?	YES]→ 230	
229	What is (NAME)'s result of the malaria microscopy?	POSITIVE 1 NEGATIVE 2 DON'T KNOW 8		
230	Did you vaccinate the child during this visit or refer the child for vaccination today other than for vitamin A supplementation? IF NO, ASK: Why not?	YES, VACCINATED CHILD 1 YES, REFERRED 2 NOT DUE FOR VACCINATION 3 VACCINE NOT AVAILABLE 4 CHILD TOO SICK 5 NOT DAY FOR VACCINATION 6 DID NOT CHECK FOR VACCINATION 7 VACCINATION COMPLETED 8		
	TREATMENT			
ASK ABOUT THE TREATMENT THAT WAS EITHER PRESCRIBED OR PROVIDED. PROMPT IF NECESSARY.				
231	Did you prescribe or provide any treatment today for this child? IF YES, CIRCLE ALL TREATMENTS THAT WERE PRESCRIBED OR PROVIDED TO CHILD IN THE FOLLOWING QUESTIONS	YES	→ 237	

NO.	QUESTION / OBSERVATIONS	CODING CATEGORIES	GO TO
232 (FN1)	GENERAL TREATMENT CIRCLE CODE "Y" FOR "NONE OF THE ABOVE" IF NO TREATMENT PRESCRIBED OR PROVIDED TODAY.	BENZYL PENICILLIN INJECTION A GENTAMYCINE INJECTION B CEFTRIAXONE INJECTION C AMPICILLINE INJECTION D OTHER ANTIBIOTIC INJECTION E OTHER INJECTION F CO-TRIMOXAZOLE TABLET/SYRUP G AMOXICILLIN DISPERSIBLE TABLETS I CIPROFLOXACINE TABLETS J AZITHROMYCIN TABLETS/SYRUP K OTHER ANTIBIOTIC TABLET/ SYRUP L PARACETAMOL M OTHER FEVER REDUCING MEDICINE N ZINC O IRON P VITAMINS (OTHER THAN VITAMIN A) Q MEBENDAZOLE OR ALBENDAZOLE (IF NOT GIVEN FOR LAST 6 MONTHS) R COUGH SYRUPS/OTHER MEDICATION S NONE OF THE ABOVE Y	
233	MALARIA CIRCLE CODE "Y" FOR "NONE OF THE ABOVE" IF NO MALARIA TREATMENT PRESCRIBED OR PROVIDED TODAY.	INJECTABLE QUININE A INJECTABLE ARTEMETHER B INJECTABLE ARTESUNATE C OTHER INJECTABLE ANTIMALARIAL (E.G., FANSIDAR) D SUPPOSITORY ARTESUNATE E ARTEMISININ COMBINATION THERAPY (ACT) (COUNTRY-SPECIFIC BRAND) FIRST LINE TREATMENT) F ORAL FANSIDAR (SP) G ORAL CHLOROQUINE H ORAL AMODIAQUINE I ORAL QUININE J OTHER ORAL ANTIMALARIAL K NONE OF THE ABOVE Y	
234	DEHYDRATION CIRCLE CODE "Y" FOR "NONE OF THE ABOVE" IF NO TREATMENT FOR DEHYDRATION PRESCRIBED OR PROVIDED TODAY.	HOME ORT (PLAN A) A INITIAL ORT IN FACILITY (4 HOURS - PLAN B) B INTRAVENOUS FLUIDS (PLAN C) C HOME ORT (PLAN A) WITH ZINC D NONE OF THE ABOVE Y	
235 (FN2)	MALNUTRITION (PER COUNTRY-SPECIFIC GUIDELINES)' CIRCLE CODE "Y" FOR "NONE OF THE ABOVE" IF NO TREATMENT FOR MALNUTRITION PRESCRIBED OR PROVIDED TODAY.	READY-TO-USE THERAPEUTIC FOOD (RUTF) READY-TO-USE SUPPLEMENTARY FOOD (RUSF) B-75 FEEDING FORMULA C-7-100 FEEDING FORMULA D-7-100 FEEDING FORMULA TREATMENT X (SPECIFY) NONE OF THE ABOVE Y	

NO.	QUESTION / OBSERVATIONS	CODING CATEGORIES	GO TO
236	OTHER TREATMENT & ADVICE CIRCLE CODE "Y" FOR "NONE OF THE ABOVE" IF NO OTHER TREATMENT & ADVICE PRESCRIBED OR PROVIDED TODAY.	VITAMIN A (MAY ALSO BE FOR IMMUNIZATION) A FEEDING SOLID FOODS B FEEDING EXTRA LIQUIDS C CONTINUED BREASTFEEDING D ANY OTHER TREATMENT (SPECIFY) NONE OF THE ABOVE Y	
237	RECORD THE TIME THE OBSERVATION ENDED	HOURS	
	THANK THE SERVICE PROVIDER AND THE CLIENT AN	ID MOVE TO THE NEXT DATA COLLECTION	
	Interviewer's comments:		

OBSERVATION OF SICK CHILD CONSULTATION: FOOTNOTES

(FN1) Adapt using the country-specific medicines for deworming medication

(FN2) Adapt using the country specific names of a therapeutic food or supplemental food used or formulated for the country that could be in a form of a multiple micronutrient powder, ready to use therapeutic foods, and ready to use supplemental foods. Make sure the food is used as a therapeutic food to treat malnutrition in children under age 5.