Instructions for roll out and scoring of the QIVCs

- **Purposes of QIVC:** To encourage, to monitor, and to improve performance
- **Orientation to QIVC:**
    o It is important for nursing staff to review the QIVC together and make sure that everyone is clear on what is expected and how each item is scored.
    o Emphasize that this is not a test or a punishment: the QIVC is a way for us to work together to provide great service to the mothers using Matongo.
- **Marking the QIVC:**
    o QIVCs are marked AFTER the person is observed not during.
    o After reading the question, they should decide if the answer is "yes" or "no" and tick the corresponding box.
    o If the question is not relevant (e.g. materials were not available), then strike through the question and the YES or NO boxes.
    o The person observing the nurse should not interrupt or make comments while observing.
- **Scoring the QIVC:**
    o Count the number of "yes" responses.
    o Divide the number of "yes" responses by the total number of answered questions (questions answered with either a "yes" or "no" response).
    o *Do not count the questions that are not applicable (those that are crossed out).
- **Providing feedback:**
    o Give feedback in private.
    o Focus on asking, not telling (e.g. "how do you think you did?", "what things did you do well? What things could have gone differently?"
    o Emphasize areas where there has been improvement and be specific when giving feedback. For example, instead of saying, "You did a good job," try saying something more like, "I liked when you did _____, it really demonstrated your skills in _____."
    o Discuss each negative point on the form but remember to give three positive comments for every one comment about an area to improve.
    o Ask if there is anything that can be done by supervisors or the health facility to support the nurse in improving their score.

Using QIVCs to improve programs

- **Overall QIVC Goals:** To help us detect and address system and people problems
    o **System Problems**: System-wide problems are problems that all workers share. Most likely it is a problem with the way the workers were trained or a skill they are having trouble mastering (for example, storytelling or asking for commitments).
    o **People problems:** People problems are problems with individual workers. The QIVC shows which workers are not improving. People problems require that you work one-on-one to help them improve. One low score is not bad; we are looking for improvement over a long period of time. However, if you continue to see one worker doing poorly you will need to intervene.
- **Score Goals:** *(see examples on page 2)*
    o **Individual Performance Goal** Each person scores 80% or higher on the quality improvement and verification checklist (QIVC).

- o **Program Performance Goal:** Of all of the QIVCs done for ALL staff in a quarter, 80% of them to have a score of 80% or higher.
- - **Frequency:** Staff should be evaluated at least 1x per quarter. Staff scoring below 80% should be evaluated more often.

Program performance score: Using Lesson 13 Flip Chart 2, explain how to calculate the program performance score. Then practice using the example of Maria's Promoters in the text box. Write answers on a flip chart by step. Ask participants: What does this score tell us? They should answer the overall performance of a group.

Example:
Maria's Promoters
1. Samuel – 80%
2. Robert – 50%
3. Richard – 60%
4. Sonya – 85%
5. Kathy – 75%
6. Henry – 82%

- Number of individual QIVCs: 6

- Number of scores that are 80% or above: 3

- Program performance score: Number of scores that are 80% or higher divided by total number of individual QIVCs: $3 \div 6 = 50\%$

Average score for individuals: Then explain how to calculate the average score. Use the same example of Maria's Promoters to practice. Write answers on a flip chart by step.

- All the scores added together: $80 + 50 + 60 + 85 + 75 + 82 = 432$

- The sum of all the scores divided by the number of scores: $432 \div 6 = 72\%$