

HOSPITAL VISIT OBSERVATION SHEET

Ground rules:

- Ensure that services are not disrupted.
- Keep questions to the hospital staff to aspects that you cannot observe yourself.
- Show your respect for health care providers and mothers and families.
- Do not judge – only observe.
- Taking pictures not allowed.

After the visit – think about the following:

- How you would describe the newborn services to someone else?
- What are the major learning points you take away from the visit?

Points for observation and questions:

1. **Layout** of the NICU/special newborn care unit (SNCU) and KMC space/unit:
Is the KMC space/ward/unit part of the NICU/SNCU or is there a separate space/unit for continuous KMC?
What do you see? What do you miss?
Anything displayed on the walls? If yes, describe.
2. **Infection prevention and control (IPC):**
Water available for handwashing? Soap? Hand spray? Paper towels?
Visual instructions of how to wash hands effectively?
Observe placement of handwashing stations in each care area
Cleanliness of spaces in the NICU/SNCU and KMC ward? Permanent cleaner available?
3. **Records for babies:**
Observe a few records to see what is captured. Is KMC recorded when babies are not in the KMC space/unit?
4. **Protocols, SOPs or guidelines:**
For what? (e.g. [KMC] admission criteria, discharge and follow-up criteria)
Anything included on KMC?
Where are these documents kept or displayed? (Ask to see documents if not displayed)

5. **Clinical care of baby:**

Observe how babies are being handled if it happens while you are there
Did the baby/ies show any stress signs?

6. **Feeding of small and sick newborns:**

Observe how babies are being fed if you are in the unit at feeding time
Policies on exclusively breastfeeding?
Methods of feeding: Gastric tubes? Cups? Bottles? Other? How are cups/bottles cleaned?
Milk expression facilities

7. **Weighing of babies:**

Regularly? How often?
Baby scale in the ward? Mechanical or electronic? What weight increments (5g, 10 g, 20g, 50g)?

8. **Mothers practising KMC:**

Observed? If yes, where (KMC unit and/or in the SNCU)? if no, what is the reason for no babies in KMC?
How is the baby secured to the mother in the KMC position?

9. **KMC unit** (if it exists):

Beds: Types of bed (e.g. hospital or normal low beds)? How many?
Comfortable chairs?
Ablution facilities (showers, toilets, wash basins – how many, condition of facilities)
Food for mothers while in KMC unit?
May a mother have a helper/family member to assist her with KMC while in the unit?
Visiting policies

10. **Lodging facilities:**

For mothers whose babies are not with them in the KMC space: available or not?
If available, where do the mothers stay? Is food provided for them?