

Quality of Care Assessment Tool Scorecard

The Quality of Care Assessment Tool (QoCAT) captures information from primary and secondary facilities across 12 health areas including healthy timing and spacing of pregnancy services (HTSP), child health services, human resources, infrastructure, equipment, commodities/supplies, drugs, and evidence and information. In this example we show the state summary scores for all indicators across the health areas. The scorecard is used to communicate quality of care issues to facilities and quality-focused teams.

| EMONC SERVICES | | | | | | | | | | | |
|----------------|--------------------------|------------------------------|------------------------------------------------------------|-------------------------------------------------|------------------------------------|--------------------------|---------------------------------------------------|-------------------------------------------------|--------------------------------------------------|---------------------------|---------|
| | Perform routine delivery | Administer utero-tonic drugs | Administer anticonvulsants for pre-eclampsia and eclampsia | Administer parenteral antibiotics to the mother | Perform manual removal of placenta | Remove retained products | Perform newborn resuscitation with a bag and mask | Perform assisted vaginal delivery (e.g. vacuum) | Perform surgery, for example a caesarean section | Perform blood transfusion | OVERALL |
| BEMONC | 84% | 86% | 89% | 92% | 85% | 89% | 71% | 73% | N/A | N/A | 84% |
| CEMONC | 100% | 100% | 93% | 100% | 100% | 100% | 100% | 93% | 86% | 100% | 97% |
| All | 86% | 88% | 89% | 93% | 87% | 90% | 75% | 75% | 86% | 100% | 87% |

| RESPECT, COGNITION AND EQUITY | | | | | | | |
|-------------------------------|-------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------|-----------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------|---------|
| | Is a suggestion/complaints box easily accessible to public? | Is there privacy (e.g. screen/curtain) for women delivering? | Are female providers always available for family planning? | Are female providers always available for delivery? | Are women allowed constant companion during labour/delivery? | Was consent sought & given for last HTSP client? | OVERALL |
| BEMONC | 52% | 91% | 81% | 83% | 87% | 94% | 81% |
| CEMONC | 71% | 93% | 100% | 100% | 100% | 100% | 94% |
| All | 54% | 91% | 83% | 85% | 89% | 95% | 83% |

| EVIDENCE AND INFORMATION | | | | | | | | | |
|--------------------------|-----------------------------------------------------------|-----------------------------------------------------------|------------------------------------------------------------------|--------------------------------------------------------------|-----------------------------------------------------------|-----------------------------------------------------------------|-----------------------------|---------------------------------------------|---------|
| | Is a list of services provided clearly visible to public? | Are costs of services provided clearly visible to public? | Are infection prevention IEC materials clearly visible to staff? | Are family planning IEC materials clearly visible to public? | Are immunisation IEC materials clearly visible to public? | Are post-abortion care IEC materials clearly visible to public? | Do you have HMIS registers? | Are HMIS registers appropriately filled in? | OVERALL |
| BEMONC | 80% | 66% | 91% | 100% | 99% | 75% | 99% | 99% | 89% |
| CEMONC | 86% | 79% | 93% | 100% | 100% | 79% | 100% | 100% | 92% |
| All | 81% | 68% | 91% | 100% | 99% | 75% | 99% | 99% | 89% |

| HTSP SERVICES | | | | | | | |
|---------------|---------|-------|-------------------------|-------------|----------|---------------------------------------------|---------|
| | Condoms | Pills | Emergency contraception | Injectables | Implants | Intra-uterine contraceptive devices (IUCDs) | OVERALL |
| BEMONC | 95% | 99% | 86% | 98% | 93% | 70% | 90% |
| CEMONC | 100% | 100% | 100% | 100% | 100% | 93% | 99% |
| All | 96% | 99% | 88% | 98% | 94% | 73% | 91% |

| CHILD HEALTH SERVICES | | | | | | | | | |
|-----------------------|-----------------------------|------------------------------------|------------------------|--------------------|-------------------------|----------------------|---------------------------|------------------------|---------|
| | Measles vaccine and diluent | DPT-Hib-HepB (pentavalent) vaccine | Hep B vaccine at birth | Oral polio vaccine | BCG vaccine and diluent | Yellow fever vaccine | Perform growth monitoring | Education on nutrition | OVERALL |
| BEMONC | 100% | 100% | 99% | 99% | 100% | 100% | 76% | 99% | 97% |
| CEMONC | 100% | 100% | 100% | 100% | 100% | 100% | 93% | 100% | 99% |
| All | 100% | 100% | 99% | 99% | 100% | 100% | 78% | 99% | 97% |

| COMMODITIES/SUPPLIES | | | | | | | | | |
|----------------------|--------------------------|--------------------------|---------------|--------------------------------------------------------|--------------------------------|----------------------|-----------------------------|---------|--|
| | Personal protective wear | Disinfectants (Chlorine) | HIV Test kits | Family planning commodities (pills, injectables, etc)? | Syringes, Needles and cannulas | Intravenous (IV) set | Oxygen cylinder with oxygen | OVERALL | |
| BEMONC | 76% | 81% | 74% | 99% | 100% | 96% | 10% | 77% | |
| CEMONC | 93% | 79% | 100% | 100% | 100% | 100% | 43% | 88% | |
| All | 78% | 81% | 77% | 99% | 100% | 96% | 14% | 78% | |

| DRUGS | | | | | | | | | | | | | | | | | | | |
|--------|----------|--------------------|-------------|------------|-------------------------------------|------------------------------|---------------|-------------|-----------------|-----------------|-----------|----------|-----------------------------------|------------------------|-----------------------------------------------------|-----------|-----------|----------|---------|
| | Oxytocin | Magnesium Sulphate | Antibiotics | Analgesics | Artemisinin-combined therapy (ACTs) | Sulfadoxine/ methamine (SPs) | Chlorhexidine | Misoprostol | Anticonvulsants | Corticosteroids | IV fluids | Atropine | Zinc Oral Rehydration Salts (ORS) | Folic acid & Fersolate | Vaccines (including BCG, oral polio, & Hepatitis B) | Xyllocain | Adrenalin | Diazepam | OVERALL |
| BEMONC | 94% | 83% | 100% | 100% | 98% | 83% | 83% | 93% | 81% | 48% | 100% | 36% | 96% | 97% | 96% | 87% | 77% | 66% | 84% |
| CEMONC | 100% | 93% | 100% | 100% | 100% | 86% | 93% | 100% | 93% | 93% | 100% | 79% | 100% | 100% | 100% | 93% | 93% | 93% | 95% |
| All | 95% | 84% | 100% | 100% | 98% | 83% | 84% | 94% | 82% | 54% | 100% | 41% | 96% | 97% | 96% | 88% | 79% | 69% | 86% |

| CLINICAL PRACTICE | | | | | | | | |
|-------------------|-----------------------------------------------------------|-----------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------|---------------------------------------------|-----------------------------------------------------|----------------------------------------------------|---------|
| | Do you have paraprofessionals available in this facility? | Do you use the paraprofessionals to monitor labour? | Last normal delivery without complications had an episiotomy | Is post-abortion care (PAC) offered for miscarriage? | Administer mag. sulphate for pre-eclampsia? | Do you perform manual removal of retained placenta? | Do you perform caesarean section in this facility? | OVERALL |
| BEMONC | 74% | 91% | 51% | 84% | 88% | 86% | N/A | 79% |
| CEMONC | 86% | 92% | 43% | 100% | 93% | 93% | 71% | 82% |
| All | 75% | 91% | 50% | 86% | 89% | 87% | 71% | 78% |

| HUMAN RESOURCES | | | | | | | | | | | | | | | |
|-----------------|-------------------------------------|------------------------------------------------|-----------------------------------------------------|------------------------------------------------------|----------------------------------------------------------|-----------------------------------|---------------------------------------------|-------------------------------------------------------------|-------------------------------|----------------------------------------------------------|--------------------------------------------------------------|---------------------------------------------------------|----------------------------------------|---------------------------------------------------|---------|
| | 2 trained to assist normal delivery | 1 trained to perform assisted vaginal delivery | 1 trained to perform manual vacuum aspiration (MVA) | 1 trained in newborn resuscitation with bag and mask | 1 trained in anaesthesia available/on call at all times? | 1 laboratory technician/assistant | 1 trained to perform immunization services? | 1 trained to provide temporary and short term HTSP methods? | 1 trained on LARCs: implants? | 1 trained on LARCs: intra-uterine contraceptive devices? | 1 trained to provide post-abortion family planning services? | 1 trained to perform focused antenatal clinic services? | 1 trained to perform post natal care ? | 1 trained to perform post abortion care services? | OVERALL |
| BEMONC | 62% | 90% | 76% | 88% | N/A | 78% | 99% | 97% | 95% | 84% | 94% | 99% | 96% | 95% | 89% |
| CEMONC | 93% | 100% | 100% | 100% | 93% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 99% |
| All | 66% | 91% | 79% | 89% | 93% | 81% | 99% | 97% | 96% | 86% | 95% | 99% | 96% | 96% | 90% |

| NETWORKS OF CARE AND INTEGRATION | | | | | | | | | |
|----------------------------------|---------------------------------------|----------------------------------------------|---------------------------------------|----------------------------------------------------------------------------------------|--------------------------------------------------------------|------------------------------------------------------------|--------------------------------------------------|------------------------------------------------------|---------|
| | Did the FHC meet in the last quarter? | Did any females attend the last FHC meeting? | Did the QIT meet in the last quarter? | Did facility sort emergency transport for last woman referred to higher-tier facility? | In last quarter have providers conducted outreach/awareness? | In last quarter, have providers attended WDC/VDC meetings? | Do you have referral directory in this facility? | Does this facility receive and store referral slips? | OVERALL |
| BEMONC | 98% | 98% | 77% | 75% | 83% | 95% | 91% | 66% | 85% |
| CEMONC | 100% | 100% | 93% | 93% | 86% | 100% | 100% | 100% | 96% |
| All | 98% | 98% | 79% | 77% | 83% | 96% | 92% | 70% | 87% |

| EQUIPMENT | | | | | | | | | | | | | | | | | | |
|-----------|--------------|------------------------------------------|--------------|---------------------|----------------|------------------------------------------------|---------------|---------------------------|-------------|-----------------|----------------------|---------------------------|-----------------------------------|-----------------|----------------|--------|------------------------------------|---------|
| | Delivery bed | Blood pressure apparatus and stethoscope | Delivery kit | Paediatric Ambu bag | Adult Ambu bag | Sterilizer or Instrument Processing Containers | Suturing kits | Intra-uterine device kits | Implant kit | Insertion couch | Antenatal care couch | Sharp disposal containers | High level disinfectant Equipment | Vaccine carrier | Waste disposal | Screen | Manual vacuum aspiration (MVA) kit | OVERALL |
| BEMONC | 97% | 87% | 87% | 57% | 43% | 72% | 85% | 68% | 88% | 63% | 79% | 100% | 64% | 100% | 98% | 71% | 40% | 76% |
| CEMONC | 100% | 86% | 93% | 93% | 79% | 93% | 86% | 86% | 93% | 79% | 79% | 93% | 86% | 93% | 93% | 86% | 86% | 88% |
| All | 97% | 87% | 88% | 61% | 47% | 75% | 85% | 70% | 89% | 65% | 79% | 99% | 67% | 99% | 97% | 73% | 46% | 78% |

| INFRASTRUCTURE | | | | | | | | | |
|----------------|---------------------------------------------------------|------------------------------------------------------------|--------------------------------------------------------------|--------------------------------------------------------|-----------------------------------------------------------|------------------------------------------------------|------------------------------------------|------------------------------------------------------------|---------|
| | SINK with a TAP and RUNNING WATER and SOAP/ALCOHOL RUB? | Electricity 24/7 (combination of power sources available?) | EASILY ACCESSIBLE and FUNCTIONAL toilet for women in labour? | Blood in a refrigerator that has 24 hour power supply? | FUNCTIONAL BEDS and MATTRESSES for the current case load? | Is there separate room for family planning services? | Is there a functional operating theatre? | Is there separate room for MVA, implant & IUCD procedures? | OVERALL |
| BEMONC | 81% | 35% | 83% | N/A | 79% | 76% | N/A | 57% | 69% |
| CEMONC | 86% | 50% | 93% | 79% | 79% | 93% | 86% | 93% | 82% |
| All | 82% | 37% | 84% | 79% | 79% | 78% | 86% | 61% | 73% |