QUALITY IMPROVEMENT & VERIFICATION CHECKLIST FOR PRACTICE PROMOTION SESSIONS BY COMMUNITY DEVELOPMENT WORKERS (CDWs)

Name of CDW:_____   Evaluator:_____

Community: _____   Date: _____

METHODS	YES	NO

Set up

1. Did the community development worker (CDW) seat people so that all could see each others' faces? .... ❐ ❐
2. Did the CDW ask someone if they want to open the session in prayer if appropriate in the local context? .... ❐ ❐
3. Did the CDW wear appropriate clothing? .... ❐ ❐
4. Did the CDW sit at the same level as the other participants? .... ❐ ❐
5. *If using a lesson plan*: Did the CDW follow the lesson plan in the curricula? .... ❐ ❐

Overall communication

6. Did the CDW speak loud enough that everyone could hear? .... ❐ ❐
7. Did the CDW use proper eye contact with everyone? .... ❐ ❐
8. Did the CDW use changes in voice intonation (not monotone)? .... ❐ ❐
9. Did the CDW speak slowly and clearly? .... ❐ ❐
10. Did the CDW move around the room/area without distracting the group? .... ❐ ❐
11. Did the CDW always use examples/terminology that were culturally appropriate? .... ❐ ❐
12. Did the CDW encourage comments by nodding, smiling, or other actions that show s/he was listening? .... ❐ ❐
13. Did the CDW ALWAYS reply to participants in a courteous and diplomatic way? .... ❐ ❐
14. Did the CDW prevent domination of the discussion by 1 or 2 people? .... ❐ ❐
15. Did the CDW encourage timid participants to speak/participate? .... ❐ ❐
16. Did the CDW use a participatory method? (game, skit, song, story, other -- SPECIFY:_____) .... ❐ ❐
17. Did the CDW ask the participants lots of (non-rhetorical) questions? .... ❐ ❐
18. Did the CDW give participants adequate time to answer questions? .... ❐ ❐
19. Did the CDW encourage discussion amongst participants? .... ❐ ❐

Beginning

20. Did the CDW introduce the topic well (who s/he is, topic, time)? .... ❐ ❐
21. Did the CDW ask questions to relate topic to the participants' experiences? .... ❐ ❐
22. Did the CDW ask about the current practices of the participants? .... ❐

Middle

23. Did the CDW use the brainstorming technique at appropriate moments? .... ☐   ☐

24. Did the CDW use any props? .... ☐   ☐

25. *If pictures with key messages were used:* Did the CDW explain the meaning of
    each picture? .... ☐   ☐

26. Did the CDW demonstrate any skills that s/he was promoting? .... ☐   ☐

27. *Optional, if taught*: Did the CDW use any persuasion principles? .... ☐   ☐

28. Did the CDW explore participants' barriers to the promoted practices? .... ☐   ☐

29. Did the CDW elicit current and suggested strategies to overcome barriers from
    the participants? .... ☐   ☐

30. Did the CDW suggest other strategies to overcome barriers? .... ☐   ☐

31. Did the CDW encourage comments by paraphrasing what people said
    (repeating statements in his or her own words)? .... ☐   ☐

32. Did the CDW ask participants if they agree with other participants' responses? .... ☐   ☐

33. Did the participants make lots of comments? .... ☐   ☐

34. Did the CDW summarize the *participants'* discussion? .... ☐   ☐

35. Did the CDW reinforce statements by sharing relevant personal experience, or
    asking others to share personal experience? .... ☐   ☐

36. Did the CDW encourage participants to share what they know? .... ☐   ☐

End

37. Did the CDW verify that people understood the main points using open-ended
    questions? .... ☐   ☐

38. Did the CDW summarize the essential points presented at the end? .... ☐   ☐

39. Did the CDW use any techniques to move people to action? .... ☐   ☐

40. Did the CDW ask for participants' commitments related to the current lesson? .... ☐   ☐

41. Did the CDW ask about commitments from previous lessons? .... ☐   ☐

42. Did the CDW finish the session within the allotted time? .... ☐   ☐

Contents

43. Was the content of the educational messages CORRECT? .... ☐   ☐
    1 2 3 4 5 6 7 8 9 10
    Poor   Excellent

44. Was the content of the educational messages RELEVANT? .... ☐   ☐
    1 2 3 4 5 6 7 8 9 10
    Poor   Excellent

45. Was the content of the educational messages COMPLETE? .... ☐   ☐
    1 2 3 4 5 6 7 8 9 10
    Poor   Excellent

46. OVERALL EVALUATION OF THE CDW's BCC PERFORMANCE:
    1 2 3 4 5 6 7 8 9 10
    Poor   Excellent

Scoring: Yes = _____   Used (Yes+No) = _____   Score= _____%

Recommendations/Suggestions for Action/Comments:_____

_____

_____ (continue on the next page if necessary)