IPC Quality Enhancement Tool

IPC Name:……………………………………………
……………..

DATE:……………………………………
……..

Cluster:……………………………………………
…………………

HH no / TG ID:…………../……………

Call no as per DAR:
……………………………………………..

Visit no:
……………………………………

Note: After observation, circle the number most appropriate. Add total number obtained and multiply with 16.

Performance areas	Did not do it well (1)	Did most of it well (3)	Did it well (5)	List what could improve? (Write a, b …)
1. Rapport and opening the session				
a. Greeting; Introductions – Self and TG				
b. Assessed TG's need and current knowledge				
c. During repeat visit established connectivity with the previous visit				
2. Conducting the session				
a. Used appropriate message and flow				
b. Used flash card correctly at appropriate time				
c. Asked appropriate open-ended questions				
d. Provided informed choice				
e. Responded to queries correctly				
f. Handled objections effectively				
g. Paraphrased when necessary				
h. Appreciated TG when necessary				
3. Closure of the session				
a. Stated key message/s				
b. Stated call to action				
c. Agreed on next visit or action				
4. Quality of overall session				
a. Friendly and positive – Body language and tone of voice				
b. Participatory – TG was engaged and spoke 50-70% of the time				

IPC Performance Rating:
Maximum Score– 80 (Eg: total score obtained is 75 out of 80.
% calculation will be 75/80 x100=94%)

	Scored-

Rating	% Scored
Excellent	**90% and above**
Good	**75%- and above**
Average	**60% and above**
Poor	**Below 60%**

Remark:

Supervisor name/Signature:

_____
___

Date:

_____
_____

TG Questionnaire				
Cluster:…………………………… …………………………………			**HH no / TG ID:…………../…… ………**	
Call no as per DAR: ………………………………… ……..			**Visit no:** ……………………… …………	

*(Note: Tell the TG that there is no 'right' answer or 'wrong' answer – just **honest opinions.***
This will be used for enhancement of our communication efforts. Supervisors will use this section of the tool for constructive feedback.)

Effectiveness items	Rating		
1. What was the main message of the session?			
	No (1)	**Somewhat/ not sure(2)**	**Yes (3)**

2.Was the session easy to follow?			
3.Did you find the discussion interesting?			
4.Was the information received useful to you?			
5.Was the information received new to you?			
6.Were all your concerns and question properly addressed?			
7.Will you take action specified in the session now?			

IPC Performance Rating:

Maximum Score = 18   Scored:
For Eg: if score obtained is 16/18, then % age will be calculated as 16/18X100= 89% (Good)

Rating	Range (please Tick)
Excellent	90% and above
Good	75%- and above
Average	60% and above
Poor	Below 60%

Remark:

THANK THE PARTICIPANT

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