

Integrated Health, Nutrition and ECD Intervention	
<u>Remote Monitoring and Observation Tool</u>	
General Note:	
<input type="radio"/> Radio Buttons indicate that respondents can only select one answer from the list of choices.	
<input type="checkbox"/> Checkboxes indicate that respondents are allowed to select multiple answers from the list of choices.	
Introduction	
A. Date of Monitoring:	B. Time:
C. District Name:	D. Location:
E. Facilitator Name:	F. Facilitator ID:
G. Client Type: <input type="radio"/> LW <input type="radio"/> Husband <input type="radio"/> MiL <input type="radio"/> FiL	H. Client ID:
I. Observer Name:	J. Observer ID:
K. Number of the call:	L. Call Duration (in minutes):
Preparedness/Readiness for the call	
Observation #1: Caregiver responded positively to the opening question about whether this is a good time to speak.	
Codes &Answers	
0	<input type="radio"/> Caregiver responded 'No' this is not a good time to speak.
1	<input type="radio"/> Caregiver responded 'Yes' this is a good time to speak.
Observation #2: Interruptions from the facilitator side.	
Codes &Answers	
0	<input type="radio"/> Facilitator interrupted the call more than two times.
1	<input type="radio"/> Facilitator interrupted the call twice.
2	<input type="radio"/> Facilitator interrupted the call once.
3	<input type="radio"/> Facilitator did not interrupt the call at all.
Observation #3: Interruptions from caregiver side.	
Codes &Answers	
0	<input type="radio"/> Caregiver declined the call without any reason. <i>Note: If this choice was selected, the rest of the tool will not be filled.</i>
1	<input type="radio"/> Caregiver received the call but could not continue due to his/her other urgency. <i>Note: If this choice was selected, the rest of the tool will not be filled.</i>
2	<input type="radio"/> Caregiver had to end the call early due to his/her other priorities.
3	<input type="radio"/> The call was done as planned.
Supportive environment	

Observation # 4: Facilitator asks questions to understand the caregiver's emotional states. (e.g., what caregiver is feeling right now or, whether there is anything they are happy/sad about)

Codes &Answers

0	o Facilitator didn't not ask questions to caregiver
1	o Facilitator asked mostly close-ended (yes/no) questions
2	o Facilitator asked mostly open-ended questions <i>E.g. "What do you do to.....? What would you do to.....? How do you feel about.....?"</i>
3	o Facilitator follows up on caregiver response to their question to clarify or expand on what the caregiver has said <i>E.g. "What do you mean by that?"; "Can you give me an example of that?"; "Can you tell me more about that?"; "Am I understanding this correctly?"; "Why do you think your child is doing that?"</i>

Observation # 5: Facilitator confirms or reflects back on the caregiver’s thoughts, feelings, and behaviors when they share.
(For E.g.: “That must be hard”; “I understand, these are really difficult times”; “It is really frustrating when your child is always in the way”; “It is really scary to see your child lose weight”. Facilitator confirms the caregiver’s experience by picking up on their emotion, thought, or experience and normalizing it (e.g. "yes it is understandable that you feel scared") and/or providing affirming explanation around it.)

Codes &Answers

0	o Facilitator never confirms or reflects back on the caregivers’ thoughts or feelings.
1	o Facilitator rarely confirms or reflects back on the caregiver’s thoughts or feelings (once, observed one more time questionably).
2	o Facilitator often confirms or reflects back on the caregivers’ thoughts or feelings (observed at least three times).
3	o Facilitator always confirms or reflects back on the caregivers' thoughts or feelings (observed more than 3 times and/or at every opportunity).

Observation #6: Facilitator's tone of voice is gentle, reassuring, and encouraging.

Codes &Answers

0	o Facilitator's tone of voice is never gentle, reassuring or encouraging.
1	o Facilitator's tone of voice is rarely gentle, reassuring or encouraging (once, observed one more time questionably)
2	o Facilitator's tone of voice is often gentle, reassuring or encouraging (observed at least three times).
3	o Facilitator's tone of voice is always gentle, reassuring or encouraging (observed more than 3 times and/or at every opportunity).

Observation # 7: Facilitator provides sufficient time and silence for caregiver to think, respond, or process what has been said.

Codes &Answers	
0	o Facilitator doesn't not leave any silence or quiet time for caregiver to think and respond.
1	o Facilitator rarely leaves enough silence or quiet time for caregiver to think and respond (once, observed one more time questionably).
2	o Facilitator often leaves silence or quiet time for caregiver to think and respond (observed at least three times).
3	o Facilitator always leaves silence or quiet time for caregiver to think and respond (observed more than 3 times and/or at every opportunity).
Observation # 8: Facilitator expresses disapproval, judgements, or criticizes the caregiver's expressed thoughts, feelings, or behaviors. (E.g., "You should not feel like that", "These are all just excuses, you should try harder". Usually the tone is impatient and/ or harsh but not necessarily so.)	
Codes &Answers	
0	o Facilitator criticizes the caregiver's thoughts, feelings, or behaviors in a harsh and impatient tone.
1	o Facilitator criticizes the caregiver's thoughts, feelings, or behaviors, but in a reassuring tone.
2	o Facilitator empathizes with the caregiver and accepts his/her thoughts, feelings, and behaviors.
3	o Facilitator empathizes with the caregiver and shows acceptance, and gently encourages and scaffolds different ways of relating to his/her thoughts, feelings, and behaviors.
Responsiveness	
Observation #9: Facilitator asked caregiver(s) how they would integrate the new activities into their daily routine.	
Codes &Answers	
0	o Facilitator never asked.
1	o Facilitator asked tentatively once.
2	o Facilitator asked after each activity.
3	o Facilitator asked after each activity and praised the caregivers' efforts to respond.
Observation #10: Whenever caregiver asked a question that the facilitator didn't have answer for, the facilitator admitted he/she didn't know the response right now and told them that they will get back to them (e.g. in the next call, or earlier if urgent).	
Codes &Answers	
2	o Facilitator did not feel comfortable admitting s/he did not have the answer, and offered an incomplete or inaccurate response to the question.

1	<input type="radio"/>	Facilitator received a question from a caregiver and admitted s/he didn't have the response right now but will get back to them.
0	<input type="radio"/>	Not Applicable- the caregiver didn't ask any questions.
General observations of fidelity		
Observation #11: Facilitator was able to provide an answer to the caregiver's question.		
Codes &Answers		
0	<input type="radio"/>	Not Applicable- the caregiver didn't ask any questions.
1	<input type="radio"/>	Facilitator could not answer anything
2	<input type="radio"/>	Facilitator answered wrongly
3	<input type="radio"/>	Facilitator answered partially
4	<input type="radio"/>	Facilitator answered correctly
Observation #12: Caregivers seemed to be satisfied with the given answer.		
Codes &Answers		
0	<input type="radio"/>	Not Applicable- the caregiver didn't ask any questions.
1	<input type="radio"/>	Not at all satisfied
2	<input type="radio"/>	Partially satisfied
3	<input type="radio"/>	Fully satisfied
Observation # 13: Recap/Summary. Select all that applies.		
Codes &Answers		
1	<input type="checkbox"/>	Facilitator thanked caregiver for her/his time.
2	<input type="checkbox"/>	Facilitator asked caregiver what activities/play they plan to do until the next call.
3	<input type="checkbox"/>	Facilitator mentioned what s/he will discuss in the next call.
Observation #14 The overall attitude of the Facilitator during the call was:		
Codes &Answers		
0	<input type="radio"/>	Facilitator sounded dominating or bossy.
1	<input type="radio"/>	Facilitator did not foster sufficient participation of the caregiver.
2	<input type="radio"/>	Facilitator fostered an atmosphere of some sharing and empathy.
3	<input type="radio"/>	Facilitator fostered a very positive tone of sharing and empathy.
Observation #15 The overall comfort level/feeling of the call was:		
Codes &Answers		
0	<input type="radio"/>	The call felt uncomfortable.
1	<input type="radio"/>	The call felt neutral.
2	<input type="radio"/>	The call felt effective and engaging.
3	<input type="radio"/>	The call felt up to the mark; engaging, participatory and informative.