

MODULE 11: REFERRAL FOR OBSTETRIC, NEWBORN AND OTHER PATIENTS

INSTRUCTIONS: Ask these questions of the transport officer, hospital administrator or person in charge who would know about referral (this person could be the head of a department, a midwife or public health nurse in charge). You may have to interview more than one of these people to complete this module.

SECTION 1: 24/7 AVAILABILITY FOR EMERGENCIES

No.	Item	Response
1	Does the facility provide emergency obstetric and newborn care 24 hours a day 7 days a week?	Yes 1 No 0
2	Does the facility provide emergency care for patients other than obstetric or newborn cases 24 hours a day 7 days a week?	Yes 1 No 0
3	How far is the nearest referral hospital with surgical care? <i>(888 = this facility provides surgical care and does not refer out; 999 = doesn't know)</i>	_ _ _ km
4	How long does it take to get to the nearest referral hospital with surgical care? <i>(record time in minutes under ideal circumstances; 8888 = this facility provides surgical care and does not refer out; 9999 = doesn't know)</i>	_ _ _ minutes

SECTION 2: MANAGEMENT & POLICIES ON REFERRAL

No.	Item	Response
5	If a pregnant woman or woman who recently delivered or her baby is referred in , does the facility automatically cancel certain costs?	Yes 1 No 0 Sometimes 2 Never receives referrals .. 9
6	If a pregnant woman or woman who recently delivered or her baby requires referral out to a higher level of care, does the woman or her family have to pay for the transportation or the fuel?	Yes 1 No 0 Sometimes 2 Does not refer out..... 9

No.	Item	Response	
7	If a woman is referred out to a higher level of care for obstetric or newborn complications, does she have to pay all her fees before she is referred out?	Yes..... 1 No0 Sometimes 2 Does not refer out..... 9	
8	If a child or an adult has an injury or illness that requires referral out to a higher level of care, does the patient or family have to pay for the transportation or the fuel?	Yes..... 1 No0 Sometimes 2 Does not refer out..... 9	
9	If a woman is referred in to this facility for an obstetric or newborn complication, is there a policy to provide family members who accompany her with: <i>(read the options)</i> a. Food? b. Lodging? c. Fuel? d. Other (specify) _____	Yes 1 1 1 1	No 0 0 0 0
10	If a woman is referred in to this facility for an obstetric or newborn complication, does staff ever provide family members who accompany her with: <i>(read the options)</i> a. Food? b. Lodging? c. Fuel? d. Other (specify) _____	Yes 1 1 1 1	No 0 0 0 0
11	Who is the primary person in charge of managing or organizing emergency transport at this facility?	No one person is responsible.....1 Facility administrator.....2 Medical director3 Transport officer4 Nurse/midwife in charge ...5 Other (specify).....6 <hr/> Doesn't know.....9	

No.	Item	Response
12	Does this facility ever refer patients out to a private clinic or hospital?	Yes..... 1 No 0 Doesn't know..... 9
13	Are patients from private facilities ever referred in to this facility?	Yes..... 1 No 0 Doesn't know..... 9

SECTION 3: COMMUNICATION AND TRANSPORTATION

The next few questions I'd like to ask you are related to communication to enable referral. *If the answer to any one of the questions 14 – 19 below is “No,” do not ask whether people on duty use the telephone or radio for referral. Skip to the next item.*

Communications to enable referral

No.	Item	Is at least one available & functional?		If YES, do the people on duty use it for referral?	
		Yes	No	Yes	No
14	Landline telephone in the maternity area	1	0	1	0
15	Landline telephone elsewhere in facility	1	0	1	0
16	Cell phone (owned by facility)	1	0	1	0
17	Cell phone (owned by individual staff)	1	0	1	0
18	Public telephone in the vicinity	1	0	1	0
19	Radio (Motorola)	1	0	1	0

No.	Item	Response	Skip to
20	Is there a cell phone signal at this facility?	Yes..... 1 No 0	If “No”, skip to 23
21	Does staff use their own air time for work-related calls?	Yes..... 1 No 0	If “No”, skip to 23
22	Does staff receive air time from the facility for their work-related calls?	Yes..... 1 Sometimes 2 No 0	

No.	Item	Response	Skip to
23	When referring a patient to a higher level of care, does staff call ahead to inform the receiving facility that the patient is coming? Would you say that staff always, sometimes or never calls ahead?	Always..... 1 Sometimes 2 Never 3 Doesn't know..... 9	

Now I'm going to ask you about the strategies this facility uses for emergency referral. It is possible that more than one strategy is used.

No.	Item	Response	
		Yes	No
24	To transport emergency patients, what strategies does this facility use? Does it ... <i>(read options)</i>		
	a. Have its' own ambulance or vehicle?	1	0
	b. Use a national ambulance system?	1	0
	c. Have agreements with private taxis, cars or trucks?	1	0
	d. Work with the Ghana Private Road Transport Union (GPRU)?	1	0
	e. Use vehicles from the District Health Management Team (DHMT)?	1	0
	f. Assume patients will arrange their own transport?	1	0

Now I'm going to ask about the modes of transportation available at this facility for emergency referral.

Transport		Is at least 1 available?		
No.	Item	Available and functional	Available but not functional	Not available
25.01	4-wheeled motor vehicle ambulance If there is at least one available and functional, how many? ____	1	2	9
25.02	Motorcycle ambulance If there is at least one available and functional, how many? ____	1	2	9
25.03	Tricycle ambulance (motorized) If there is at least one available and functional, how many? ____	1	2	9

Transport		Is at least 1 available?		
No.	Item	Available and functional	Available but not functional	Not available
25.04	Tricycle ambulance (not motorized) If there is at least one available and functional, how many? _____	1	2	9
25.05	Tractor ambulance If there is at least one available and functional, how many? _____	1	2	9
25.06	Pick-up truck / jeep / car sedan If there is at least one available and functional, how many? _____	1	2	9
25.07	Animal drawn cart	1	2	9
25.08	Stretcher	1	2	9
25.09	Other (specify): _____	1	2	9

Usage and Management of Motor Vehicles

No.	Item	Response			Skip to
26	<p>Are the following modes of transport used exclusively for emergency referral (they are never used for other activities)?</p> <p><i>(Check that the answers in questions 25 are consistent with the answers in this question.)</i></p> <p>a. 4-wheeled motor vehicle ambulance</p> <p>b. Motorcycle ambulance</p> <p>c. Tricycle ambulance (motorized)</p> <p>d. Tricycle ambulance (not motorized)</p> <p>e. Tractor ambulance</p> <p>f. Pick-up truck /jeep/ sedan car</p>	<p>Yes</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>	<p>No</p> <p>0</p> <p>0</p> <p>0</p> <p>0</p> <p>0</p> <p>0</p>	<p>NA</p> <p>9</p> <p>9</p> <p>9</p> <p>9</p> <p>9</p> <p>9</p>	<p>If the answer is "No" to any of these questions, proceed with question 27.</p> <p>If all answers are "Yes" or "Not available", skip to 28.</p>

No.	Item	Response		Skip to
		Mentioned	Not mentioned	
27	Besides emergency transport, for what activities are the modes of transport used? <i>(do not read options)</i> a. To pick up or take home facility employees b. To do supervision + monitoring c. For outreach to community d. For immunization campaigns e. To buy / pick up / deliver supplies or drugs f. To transport to trainings or meetings g. To carry corpses h. Other (specify) _____	1 1 1 1 1 1 1 1	0 0 0 0 0 0 0 0	
28	Is use of the emergency transport regulated by explicit written guidelines?	Yes 1 No.....0 Doesn't know 9		If "No" or "Doesn't know", skip to 31
29	Could you please show me a copy of these guidelines?	Observed..... 1 Did not observe0		
30	Who produced the guidelines?	Facility produced 1 Quality Assurance Project (QAP) produced2 Other3 Doesn't know9		
31	How often is a driver available? Would you say a driver is always, sometimes or never available?	Always 1 Sometimes2 Never3 Doesn't know9		
32	Does the driver maintain a logbook for the vehicle?	Yes 1 No.....0 Doesn't know9		If "No" or "Doesn't know", skip to 34

No.	Item	Response			Skip to
33	What is the driver supposed to write in the logbook each time he uses the vehicle? <i>(do not read options)</i> a. Time of departure b. Time of arrival at destination c. Drop off location of patient d. Mileage at departure e. Mileage at destination f. Fuel purchase g. Purpose of trip h. Other (specify) _____	Mentioned	Not mentioned		
		1	0		
		1	0		
		1	0		
		1	0		
		1	0		
		1	0		
		1	0		
		1	0		
34	Who supervises the driver(s)?	Facility administrator..... 1 Transport officer 2 Medical director 3 Referral coordinator..... 4 Other (specify) 5 _____			
35	Has the driver(s) ever received any first aid training?	Yes..... 1 No.....0 Doesn't know.....9			If "No", skip to 37
36	Did that training include: <i>(read each item)</i> a. Airway management? b. External bleeding control? c. Splinting external extremities? d. Principles of spinal precautions? e. Triage? f. Crash scene management? g. Extrication? h. Use of fire extinguisher? i. Other (specify) _____	Yes	No	DK	
		1	0	9	
		1	0	9	
		1	0	9	
		1	0	9	
		1	0	9	
		1	0	9	
		1	0	9	
		1	0	9	

No.	Item	Response			Skip to
37	Has the driver(s) received any other in-service training on the following topics? <i>(read options)</i> a. Minor mechanical training b. Preventive maintenance c. Defensive driving d. How to complete logbook e. Other (specify) _____	Yes	No	DK	
		1	0	9	
		1	0	9	
		1	0	9	
		1	0	9	
		1	0	9	
38	Does the vehicle or the driver(s) have a dedicated radio, cell phone or other communication device?	Yes..... 1 No.....0 Doesn't know.....9			
39	Does the vehicle have a: <i>(read each item)</i> a. Drip line? b. Incubator? c. Stretcher? d. Pressure dressings? e. Splints? f. Protective wear for attendants?	Yes	No		
		1	0		
		1	0		
		1	0		
		1	0		
		1	0		
		1	0		

Maintenance and Repair for Vehicles & Motorcycles

No.	Item	Response	Skip to
40	Is there a workshop or garage readily accessible in your district to do basic repair and maintenance for vehicles or motorcycles when necessary?	Yes..... 1 No.....0 Doesn't know.....9	
41	Who is responsible for ensuring that the vehicle(s) or motorcycle(s) is in working order?	No one..... 0 Facility director 1 Transport officer 2 Facility administrator..... 3 District health office 4 Other (specify).....5	
42	Are there funds available today for maintenance or repair if they were needed?	Yes.....1 No.....0 Doesn't know.....9	If yes, skip to 44

No.	Item	Response		Skip to
43	Why are there no funds? <i>(do not read options)</i> a. Funds have not been planned b. Waiting for government funds c. Waiting for health insurance reimbursement d. Funds depleted e. Other (specify) _____	Mentioned 1 1 1 1 1	Not mentioned 0 0 0 0 0	
44	Is sufficient fuel available today to transport women and newborns if needed?	Yes 1 No.....0 Doesn't know9		

SECTION 4: PROTOCOLS FOR REFERRAL AND FEEDBACK

The next few questions have to do with the use of protocols to send or receive a referral.

No.	Item	Response			If yes, ask: Who produced the protocol? (Facility, MOH, outside agency?)
		Yes, and observed	Yes, but could not observe	Does not have	
45	Does this facility have explicit written guidelines/protocols for the pre-referral management of the following major obstetric and newborn complications? <i>(read options and ask to see)</i>				
	a. Antepartum bleeding	1	2	0	
	b. Postpartum bleeding	1	2	0	
	c. Severe pre-eclampsia/ eclampsia	1	2	0	
	d. Prolonged / obstructed labor	1	2	0	
	e. Ectopic pregnancy	1	2	0	
	f. Shock / sepsis	1	2	0	
	g. Abortion complications	1	2	0	
	h. Fetal distress	1	2	0	
	i. Jaundice	1	2	0	
	j. Asphyxia	1	2	0	
	k. Low birth weight	1	2	0	
	l. Newborn infection / sepsis	1	2	0	
	m. Malformations	1	2	0	
	n. Other (specify)_____	1	2	0	
	o. Other (specify)_____	1	2	0	

The next few questions are about the health information system and referral.

SECTION 5: HEALTH INFORMATION SYSTEM AND REFERRAL

No.	Item	Response		Skip to
51	Is this facility required to provide monthly or quarterly reports on the number of patients who are: a. referred in? b. referred out?	Yes 1 1	No 0 0	
52	Is there a stand alone maternity logbook just for referrals out? <i>Ask to see the logbook.</i>	Yes, and observed..... 1 Yes, but could not observe.....2 No, there is no logbook0		
53	In labor & delivery or the maternity wards, does staff usually designate in their logbooks whether a patient was referred in ?	Yes 1 No.....0 Patients never referred in.....9		
54	In labor & delivery or the maternity wards, does staff usually designate in their logbooks whether a patient was referred out ?	Yes 1 No.....0 Patients never referred out.....9		
55	Prior to referring out a patient, does staff fill in a referral form that accompanies the patient? Would you say that staff fill in a form always, sometimes, or never?	Always 1 Sometimes.....2 Never3 Doesn't know9		If "Never" or "Doesn't know", skip to 57
56	Is the form used everywhere or is it a form used only in this facility?	Used everywhere1 Used only in this facility.....2 Doesn't know9		
57	When patients are referred in from a lower level facility, do they regularly come with a referral form?	Yes 1 No.....0 Patients never referred in9		

No.	Item	Response	Skip to
58	Approximately how many patients a month does this facility refer out to a higher level of care? a. obstetric b. newborn c. children d. adults (for non-maternity reasons) <i>(88 = if facility does not refer out; 99 = respondent doesn't know)</i>	a. ____ ____ b. ____ ____ c. ____ ____ d. ____ ____	
59	Approximately how many referred patients a month does this facility receive from lower level facilities? a. obstetric b. newborn c. children d. adults (for non-maternity reasons) <i>(88 = if facility does not receive patients; 99 = respondent doesn't know)</i>	a. ____ ____ b. ____ ____ c. ____ ____ d. ____ ____	

Comments