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Subject: Re: ANC and labor and delivery client sampling in Malawi 2013-2014 SPA  
Posted by [Liz-DHS](#) on Tue, 14 Nov 2017 18:13:33 GMT

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A response from service provision assessment expert, Dr. Moussa Hamdy:

Quote:

All ANC clients, family planning clients and sick children under five years of age who visited the health facility should be listed. A maximum of three providers for each service observed, A maximum of five clients consultations for each selected provider observed. A maximum of 15 observations for each service, A maximum for 45 observations per facility. Clients are systematically selected based on the number of clients present on the day of the survey, priority given to first ANC visit and new FP clients.

For each of the priority services for which consultations will be observed, whenever possible and feasible, clients should be screened for eligibility in the waiting area and systematically selected for observation. This systematic selection is only possible when there are eligible clients waiting in the waiting area to be seen. Otherwise, clients should be taken on an as-come basis.

It may be possible to get a sense of the estimated number of clients that are expected to receive a particular service in the facility during the period when the team will be in the facility; however, using this estimated number of expected clients to select and "pace" clients for observation can be problematic, since in fact, one can never tell how many clients will come on a particular day. If there are in the waiting area 12 ANC clients waiting for ANC provider, our interviewer will list all 12 clients in the client listing form and will systematically observe one client and leave next client and so on till he observe the required number of clients for this provider (5 clients for this provider).