

Terms of Reference: User Testing Guide to Road to Health book for healthworkers

June 2019

1. Summary

The National Department of Health (NDoH) and Ilifa Labantwana seek to appoint a service provider to test a newly-developed toolkit called *The Healthworker's Guide to the Road to Health book* with the toolkit's intended audience, so as to ascertain whether it is fit for purpose.

2. Background

The Road to Health book (RTHb) is a caregiver-held record of child health and development which is issued by the NDoH to all new births in South Africa. The NDoH revised the RTHb in 2017 for the first time since its first publication in 2010.

The 2010 edition of the RTHb

The 2010 edition of the RTHb was organised around the services necessary for child survival, which was in line with the NDoH's approach to early childhood development (ECD) at the time. Although the RTHb did contain some health promotion messages aimed at caregivers, they were infrequently read because the language may have been difficult to understand, the health message may have been buried amongst copy directed at healthworkers, and because caregivers may not have been encouraged by healthworkers to read it.

The 2017 revision of the RTHb

In 2017, the RTHb was revised in accordance to the NDoH's new approach to ECD. The new approach considers all the elements of care necessary for ECD, and development itself as a holistic process. This is aligned with shifts in global ECD thinking, as outlined in *The Lancet's Advancing ECD: From Science to Scale* (2016) and the World Health Organisation's *Nurturing Care Framework* (2018).

The content of the 2017 RTHb was expanded to include all elements of care and it is organised around five ‘knowledge pillars’: Nutrition, Love, Protection, Healthcare and Extra Care. The five pillars encompass all the elements of care children need.

The 2017 RTHb also acknowledges the critical role of the caregiver in ECD. Health promotion messages have been rewritten in accessible, jargon-free language; they are clearly signposted; and are written in a way that encourages the healthworker and caregiver to engage and collaborate towards the end goal of the child’s development.

In summary the objectives for the 2017 RTHb are:

1. To record the child’s health and development
2. To encourage engagement and collaboration between caregivers and healthworkers
3. To be an information source for caregivers around their children’s development

The purpose of the *Healthworker’s Guide to the Road to Health book*

The Healthworker’s Guide to the Road to Health book (from here-on referred to as *The Guide*) was developed in 2018 to assist clinic-based healthcare workers, mostly nurses, with:

1. completing all the health and development records of the RTHb, and
2. using the RTHb to collaborate and engage with caregivers.

Trainers can also use this guide as a training tool.

The Guide outlines the following:

- Reasons for inclusion of each pillar
- The content scope of each pillar
- Guiding steps on how and when to perform specific procedures as well as how to record and interpret the data
- Key health promotion messages caregivers should read and understand from each pillar
- Other reference materials

The user testing of *The Guide* aims to assess the guide’s usability, presentation, comprehensibility and content consistency with clinic-based healthworkers.

3. Scope of work

1. Co-ordinate a rapid desk/internal review with DoH staff and other stakeholders to determine *The Guide*’s usability and content consistency. Document findings and recommendations.
2. Organise and execute user testing with four groups of 10-15 healthworkers. The user testing is to begin with in-person training on *The Guide* which will be conducted by the NDoH, and is to be followed by a focus group discussion. Document findings and recommendations.

3. Prepare and present a final report on the outcomes of the internal review and the user testing, which includes recommendations to improve *The Guide's* usability, presentation, comprehensibility and content consistency.

Focus group testing objectives:

- To assess the usability of *The Guide* by healthcare workers as a critical tool to understand and complete all the relevant sections in the RTHb
- To determine the role of in-person training/orientation to the RTHb, in addition to *The Guide*, in assisting healthworkers in achieving the objectives of the RTHb
- To determine whether *The Guide* is successful in educating healthcare workers on the RTHb's health promotion messages around each of the five Side-by-Side pillars and how they should be communicated to caregivers
- To determine whether *The Guide* helps healthworkers understand how to use the RTHb as a tool to support and collaborate with caregivers
- To evaluate *The Guide's* readability and presentation: language, tone and clarity of message, use of visuals and graphics
- To determine whether healthworkers understand which sections in the RTHb should be completed from birth and at each routine clinic visit
- To examine whether healthworkers understand the NUTRITION section and the growth charts in *The Guide*, paying particular focus on the importance of growth monitoring, plotting and the interpretation of all three growth charts and MUAC, as well as linking it with the nutritional messages in the booklet. Additionally, whether *The Guide* is useful in assisting healthcare workers to complete and interpret the nutritional assessment table in the RTHb
- To determine whether healthworkers understand why the LOVE chapter has been included in the RTHb and what actions to take in routine visits to encourage responsive care
- To determine whether *The Guide* is successful in guiding healthworkers on how to complete the developmental screening table in the RTHb
- To determine whether *The Guide* is successful in guiding healthworkers on how to measure, record and assess head circumference
- To determine whether healthworkers understand the PROTECTION section in the RTHb and how to correctly complete and communicate them to caregivers. To determine whether *The Guide's* explanation of vaccines and their use is clear and useful to healthworkers
- To determine whether *The Guide* is successful in guiding healthworkers on how to complete the Vitamin A and deworming table

- To determine whether the guide is successful in guiding healthworkers on how to complete the RTHb’s oral health table, and on how to assist caregivers in receiving and understanding oral health messages
- To determine whether *The Guide* is successful in guiding healthworkers on how to complete the various clinic visit charts in the HEALTHCARE section
- To determine whether *The Guide* is successful in guiding healthcare workers on how to record the child’s HIV profile in the Antenatal, Birth and New-born History table
- To determine whether *The Guide* is successful in guiding healthworkers on the role of the EXTRA CARE pillar and why this section was included in the RTHb
- To determine whether *The Guide* is successful in guiding healthworkers on how to assess whether a child/caregiver may need extra care and how to guide the caregivers on where to access extra care

User testing details:

- Clinic-based healthworkers (nurses and midwives)
- 10-15 healthworkers per focus group
- Four focus groups in total – situated in both rural and urban contexts
- Participants are given *The Guide* ahead of time for self-study
- Focus group discussion preceded by in-person training conducted by NDoH representative
- Proposed testing provinces include Gauteng, Limpopo and Mpumalanga. NDoH will assist with access to healthworkers

4. Proposed timelines

Deliverable	Estimated duration
1. Internal Review (including time given to participants for review)	3 weeks
2. Organisation and execution of healthworker user testing	4 weeks
3. Report on findings and recommendations	1.5 weeks

Deliverables 1 and 2 can be conducted concurrently.

5. Contractor expertise

The service provider will need to demonstrate the following:

- Expertise conducting qualitative research
- Knowledge and experience of the South African public health system preferable
- Sound writing and presentation skills

6. Contact details

Submit proposals and budget to svetlana@ilifalabantwana.co.za and buhle@ilifalabantwana.co.za by 5 July 2019. Telephonic queries can be directed to Svetlana Doneva, Communication Manager at Ilifa Labantwana on 021-670-9847.