

EXAMPLE USER SCENARIOS FOR HEALTH WORKER TRAINING ON CARDS

Scenario A: Card Incomplete, Child Vaccinated at 2 Different Health Facilities, Data Problems

Nurse Mary is a Health Worker at a facility 20 km from a town that has a popular market where women often go at least once a month for selling their products and to shop. There is also a hospital there where many women from her village go to deliver their babies. Many mothers will start their baby's vaccination at that other hospital. Although they come to her facility for vaccinations and health services, sometimes they also go to the hospital for vaccinations because of the convenience while they are in town. It is difficult for Nurse Mary to keep her immunization register updated and to achieve the coverage rates, because mothers will come to her facility irregularly. Sometimes they say that the baby has already received a vaccine at the other facility, but the vaccination is not recorded on the card. She is encouraged that the mothers are getting their children vaccinated at either her facility or the hospital 20 km away, but she needs to have proof of these vaccinations and explain how this affects her coverage data.

1. How could the card help her to verify what vaccinations the child has received and to harmonize her data with the data from the hospital?
2. How can Nurse Mary and the hospital work together to ensure that cards are available at the time of delivery and to remind mothers to bring the card to the next vaccination sessions?

Scenario B: Drop-out Problem and No Due Dates on Cards

Nurse Francis has had a problem with drop-out at her facility for the last 2 years, particularly between Penta3 and Measles. She has had some stock outs of cards and has had to wait for resupply for 1-2 months. When there are no cards, sometimes she writes the vaccinations given on slips of paper or asks parents to purchase exercise books. As Nurse Francis is giving the vaccinations, she tells them when to come back for the next visit. There is nowhere specific to write that information on the cards, however.

Nurse Francis has to go through the register to find children who are overdue for vaccination, but she does not do that every month. She works with her CHWs to find the children who are due and often they say that they have forgotten that they were to return for vaccinations and when.

1. How could the CHWs assist with more active tracking and with communication with parents on the baby's vaccination schedule and when to return for the next vaccination(s)?
2. How could due dates in the card help with this problem?
3. How could the card stock out be affecting this, and what could be done to resolve that?

Scenario C: Community Health Worker Does Not Understand Vaccination Schedule

Nurse Aminata has a very motivated CHW at her facility. The CHW visits the homes regularly and has a good relationship with the families. However, Nurse Aminata has noticed that sometimes mothers come to the facility and do not know if their child is due for a vaccination or not. She usually writes the due date for the next vaccination(s) on the card, but sometimes she forgets or the mothers do not bring the card with them back to the facility. The CHW reminds the parents about vaccination when she visits the homes, but when the parents ask what date they should go back for the next vaccination(s), the CHW is not sure what date to tell them. The CHW knows that a baby should be taken at least 5 times to the health facility before the baby's first birthday, but she is not sure what dates to recommend to the parents.

1. How could Nurse Aminata help the CHW to understand the vaccination schedule and communicate that for individual babies and their parents?
2. How can the card be used to: a) help with this communication and to b) help the CHW and parents to determine the dates of the last visit and the next visit?

Exercise A: Using a Card to Determine Due Date and Appropriate Interval Between Doses

Use a picture of a card that is incomplete. For example, the immunization data are filled out through Penta2. However, there is no due date for Penta3 on the card. The birthdate and the Penta2 completion date on the card should show that the infant is not yet due for Penta3 (i.e. the Penta2 was received 2 or 3 weeks prior and therefore the interval is too soon).

This could be adapted using several different scenarios. See Zimbabwe job aid for examples.

Also, this could be used with an example of an immunization register to show the participants how to compare and analyze the data.

Exercise B: Reading Through a Card with Missing Immunization Data

[It will be useful to have a picture of an incomplete card to use as a reference for this exercise. Several different card examples could be used to show different scenarios and/or to have the participants work in small groups to do this exercise.]

1. Identify what data are missing in the vaccination section
2. Determine last date of visit
3. Identify when next vaccination is due
4. Write due date and discuss how to communicate this
5. Discuss/demonstrate how to fill in each section of the immunization table and why this is important