

Session 7: Visit to a Comprehensive Care Centre

Purpose: In this session, participants will observe the operation of nutritional care in a CCC and comment on possible improvements in the system and on the content of the nutritional care aspects.

Objective: By the end of the session, participants should be able to describe the applicability of the knowledge learned in the course.

Advance preparations

1. Make an appointment with the selected CCC in advance of the visit. See the Field Visit Planning Guide below.
2. Prepare participants with instructions the day before the visit.

Proposed Session Time: 3 hours and 30 minutes

Topic 7.1: Review the objectives of Session 7 (Listed above; use PowerPoint or flip chart.) *(5 minutes)*

Topic 7.2: Provide/agree on the instructions for the field visit *(25 minutes)*

- Make field arrangements according to the Field Visit Planning Guide below.
- Discuss with trainees:
 - How many sites/departments will be visited? How long are the visits?
 - How many groups? Group leaders?
 - What should be reported? How many minutes will each group have for preparation and reporting back?

You may want to prepare a review or interview guide to indicate what trainees are expected to observe/find out. For example:

- Explain the system. How is nutrition integrated with other services?
- What nutritional care and support services/activities are provided? Why these services? What key messages are communicated?
- What are the inclusion criteria for the different services?
- Which guidelines do they use? What are the challenges of using the guidelines? How do they overcome them?

- What data are collected? How are they analysed? When and by whom? How do the data flow in the CCC? What indicators are reported? What is the CCC's reporting system?
- What are the challenges of providing nutritional services? How does the CCC address the challenges?
- What changes can be made in the CCC to improve the quality of the nutritional care and support provided?

Topic 7.3: Visit the health facility/CCC (150 minutes)

Topic 7.4: Feedback on the field visit (30 minutes)

- Ask each group to prepare a presentation of the key issues identified during the field visit.
- Allow discussion and summarise the feedback, mainly dwelling on the changes needed in the system to improve the services (e.g. client flow, follow-up, reporting).

Field Visit Planning Guide

Planning and Conducting a Field Visit	
1–4 weeks before the training	
Organise the visits(s) to a local CCC with a nutrition clinic.	<ul style="list-style-type: none"> • Contact the health facility manager to seek permission for the visit (a letter will be useful for this visit); give them a brief description of the training, who is being trained, objectives/goal, training agenda, when the visit would be, and length of the visit. • Contact as many members as possible of the staff the participants will interact with. • If the group is large, you may want to contact more than one CCC, if possible.
Write and send confirmation letter 1–4 weeks before the workshop.	<ul style="list-style-type: none"> • Write a confirmation letter reminding/informing the staff of the date of the visit, the objectives of the visit, the number of participants, the departments they will visit, what they will observe and the length of the visit.
Week of the workshop	
Develop an observation guide.	<ul style="list-style-type: none"> • Finalize the visit guide with participants the day before the visit and make enough copies for all participants.
Confirm the visit (the week of the visit).	<ul style="list-style-type: none"> • Use the telephone (or send another letter) to confirm. Also, confirm the number of participants.

<p>Select a team leader, prepare name tags, and set a time for debriefing.</p>	<ul style="list-style-type: none"> • Ensure that at least one trainer accompanies each group of participants. Groups may be encouraged to select a team leader. • Ask participants to wear their name tags. • Remind them of the return time.
<p>At the CCC site</p>	
<p>Conduct the visit.</p>	<ul style="list-style-type: none"> • The team leader/facilitator pays a courtesy call to the facility/CCC manager. • The team leader briefs the health care worker about the purpose of the visit and introduces the participants. The leader asks the health care worker to explain what he/she does at the clinic. • Participants ask questions/make observations as prepared in the training.
<p>Thank the health care workers.</p>	<ul style="list-style-type: none"> • Thank each health care worker at the end of each observation/discussion. • Thank the manager at the end of the visit if appropriate.
<p>Back in the Plenary</p>	
<p>Debrief.</p>	<ul style="list-style-type: none"> • Allow 30 minutes for debriefing. • Ask participants to discuss, among other topics, the challenges in providing nutrition in the CCC visited and options to address these challenges. • Discuss nutritional services/activities the participants feel they could take back to their facilities. • Discuss what the participants felt could be improved based on the training they have had.
<p>A week after the field visit</p>	
<p>Send a thank-you note.</p>	<ul style="list-style-type: none"> • Follow up with a thank-you note to the facilities/CCC that took time to meet the participants.

Adapted from Kenya Ministry of Health, *Kenya National PMTCT Training Curriculum: Trainer Manual*, Nairobi, 2005.