

## ENUMERATOR GUIDE

This section guides enumerators through the process of efficient and successful data collection using the WASHCon Assessment Tool. The tool evaluates WASH conditions that fall into five domains: water supply, sanitation facilities, hand hygiene facilities, environmental cleaning practices, and waste management. The questions and domains are based off of the WHO WASH in HCF monitoring indicators. The tool has a GPS reading, six on-site data collection surveys and two water quality assessment to be completed after water quality testing.<sup>1</sup> The tool is broken down into the following forms:

1. GPS reading form
2. Director form
3. Management form
4. Administrative data form (number of patients, services, etc.)
5. Ward observation checklist form
6. Toilet facility observation checklist form
7. Sanitary Inspection form
8. Water quality – aggregate form<sup>2</sup>
9. Water quality – individual form<sup>14</sup>

The length of time required to conduct the survey varies by size of the facility. Health centers take less than two hours per site to complete while larger hospitals will require approximately four hours. In both cases, it is recommended that you conduct the assessment with two enumerators, though it can be done with one.

The assessment is conducted on a mobile device, with separate sections for each survey so that enumerator teams may conduct different sections of the assessment at the same facility simultaneously. It is suggested that both enumerators interview the director, but then they may divide the assessment and complete the remaining sections for efficiency. See Appendix III on mobile data collection (pg. 43).

In order to obtain accurate water quality data, water samples should be collected at the time of visit or as soon as possible following survey data collection, either by an enumerator or a contracted local laboratory technician. A total of three to eight water samples should be collected from key wards and tested for *E. coli*. For sites with chlorine treatment, and chlorine residual should also be measured. Chapter 6 provides further information on water testing (pg. 31).

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<sup>1</sup> There are a total of nine survey forms.

<sup>2</sup> This assessment may be done by a laboratory technician. This role will be determined and assigned by the project coordinator.

## Pre-Assessment Guidelines

The following are general guidelines that will help in using the tool effectively.

1. Thoroughly read each section of the surveys to understand the meaning of the questions and become familiar with questions and responses.
2. Ensure you have a translated version of the surveys if necessary, including the glossary.
3. Ensure you have the contact information of the HCF and confirm your field visit prior to departure.
4. Ensure all logistics and equipment required for the field visit are in place prior to departure.

## Arrival at a Healthcare Facility

The enumerator should be formally introduced to the director of the HCF and obtain verbal consent before proceeding with data collection. In addition, permission should be sought before the enumerator moves through the wards to conduct observations and collect water samples. It may be helpful for the administrator to assign a staff member to lead the enumerators around the HCF.

The following are guidelines related to each section of the WASHCon tool assessment:

1. Follow the instructions in each section carefully. Use the annotated surveys to guide surveys and observations, as needed.
2. Ask questions as they are written and avoid leading the respondent to select a particular answer
3. Listen attentively to the respondent.
4. Give respondents adequate time to respond to the questions. Respondents may be shy about answering or may need some time to decide what to say. Each time you ask a question, give them at least 10 seconds before prompting them. Once you have asked the question, silently count to 10 before you speak again.
5. Avoid spending too much time per question. Respondents may want to provide additional information that is not relevant to the survey. It is your task to gently steer them back to survey questions.
6. Should the respondent require clarification, the enumerator may rephrase the question slightly to elicit an accurate response.

## GPS Query

To begin the assessment, open the GPS Reading form and record the location of the healthcare facility.

## Director and Management Forms

The first section of the WASHCon Assessment is an interview with the director or his/her designee. The survey is comprised of modules on electricity, water supply, water treatment, hygiene, sanitation, and waste management. The interview will consist of two forms: Director and Management. You should start with the Director form first, and then move onto Management.

Before beginning the assessment:

1. Introduce yourself and explain the purpose of the survey.
2. Describe the various sections of the survey, the areas of the facility you will need to assess during your visit and when/where water sampling will occur.
3. Explain that the assessment is conducted on a mobile device.
4. Ensure the director that his/her responses will be used only to better understand the current condition of WASH in the facility with the intention of improving these conditions through targeted action. There is no intent of reprimanding HCF for falling short. If your team received ethical approval for the assessment, acknowledge this approval.
5. Finally, ask the director if s/he is willing to be interviewed. Once receiving verbal consent, you may proceed with the interview.

The director should answer each of the questions to the best of his or her ability. If the director does not know the answer, s/he should be prompted to give their best guess or identify someone who may be able to answer the question. For some designated questions, the enumerator may select the response option “don’t know.”

## Administrative Data Form

This section is completed using information gathered from HCF administrative records and through survey questions. After interviewing the director, you should provide him/her with a list of the information from the data records required. The director may assign an administrative staff member to collect the various data records. Questions related to HCF services and populations served are included in this form.

To save time, it may be best to print out the questions in the local language and leave it with the HCF director so s/he can gather the information while you visit the wards and toilets to conduct the observation checklists. You can return after observations to complete the data records section.

## Ward Observation Checklist

This section requires you to visit up to five key wards and the kitchen and record your observations. The ward observation checklist differs from the surveys in that it is filled out multiple times at each HCF.

These areas of the HCF include:

1. Outpatient ward
2. Inpatient ward
3. Surgical theatre/post-surgery ward
4. Labor & delivery/maternity ward
5. Pediatric (children's) ward
6. Kitchen

It is most important to visit the outpatient ward and labor and delivery ward. Not all HCF will have these six areas, especially if it is a smaller HCF like a health center or health post. If the HCF does not have the ward, you do not need to complete a checklist for it. If the ward is missing some of these wards but has others of interest to your group, such as emergency or ICU, you may also select "other".

Should the HCF have more than one of any of the wards listed, one should be chosen at random to be observed. Additional wards may be observed by selecting "other" and filling in the name of the ward observed. The ward observation checklist includes information on IPC supplies, handwashing stations, and general hygiene conditions in each ward.

## Toilet Facility Observation Checklist

You will visit all toilets facilities on the HCF premises. Like the ward observation checklist, the toilet facility observation checklist is also filled out multiple times at each HCF. The observation checklist includes questions regarding the type of toilet, the type of user (gender, patient vs. staff), the number and functionality of toilets, and toilet cleanliness and accessibility (including accessibility for persons with disabilities). The checklist also includes observations on the availability of hand washing facilities and menstrual hygiene management. It is important that the enumerator is familiar with the various definitions of terms to ensure consistency of results.

## Sanitary Inspection Form

The sanitary inspection form can be conducted at any point during the visit around the healthcare facility. The purpose of the form is to observe water availability and to collect information about the conditions of the healthcare facility premises.

## Water Quality Forms

The water quality testing should be conducted at the time of the WASHCon tool assessment or as soon as possible following the survey data collection. This requires the collection of water samples from key wards of the HCF to test for *E. coli* and chlorine residual. In addition, if the HCF or its adjoining community has a known history of water contamination not related to the tests recommended above, additional tests may need to be conducted. After the test is completed, both the aggregated and individual water quality forms should be filled out.