

Lesson 10 Handout 10: Quality Improvement Verification Checklist for Doer/Non-Doer Interviews²²

Observer: _____

Interviewer _____

Instructions: With a copy of the questionnaire in hand, observe the interview and respond to questions 1–16. After the interview, review the completed questionnaire and respond to questions 17–21 (highlighted). Ask the interviewer how s/he thought s/he did, what s/he would do differently next time, and what went well. Share your evaluation with the interviewer, and discuss ways to improve.

Evaluation Questions	Yes	No
1. Did the interviewer have a friendly manner?		
2. Did the interviewer seek out a private place to sit?		
3. Did the interviewer seat the respondent with her/his back to any people?		
4. Did the interviewer read the scripted introduction correctly?		
5. Did the interviewer get the respondent's consent before proceeding?		
6. Did the interviewer pose all of the behavior screening questions correctly?		
7. Did the interviewer pose the correct type of question to the respondent according to his/her classification (Doer or Non-Doer)?		
8. Did the interviewer pose the questions exactly as they were written on the questionnaire?		
9. Did the interviewer follow the questionnaire instructions carefully, reading response options where necessary?		
10. For open-ended questions, did the interviewer <u>strongly</u> encourage the respondent to provide multiple responses?		
11. Did the interviewer ask the respondent to clarify any unclear responses?		
12. Did the interviewer avoid reacting to the respondent's answers?		

²² This exercise is based on the QIVC approach developed by Food for the Hungry.

Evaluation Questions	Yes	No
13. Did the interviewer avoid leading the respondent to give any particular answer?		
14. Did the interviewer thank the respondent for her/his time?		
15. Did the interviewer keep track of the questions and record responses in the right places?		
16. Did the interviewer complete all the demographic information correctly?		
17. Did the interviewer write her/his name at the top of the questionnaire?		
18. Did the interviewer correctly classify the respondent as a Doer or Non-Doer?		
19. Did the interviewer write responses for each question in the correct place?		
20. Did the interviewer write down the responses in a complete and clear way so that anyone reading the questionnaire would understand the meaning?		

Number of Yeses = _____

Number of Nos = _____