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FROM THE AMERICAN PEOPLE



Maternal and Child Health  
Integrated Program

# Clinical Observer Training

## Session 1

### Course Overview



Courtesy: HIP



# Session Objectives

- Describe the main objectives of the Clinical Observer Training.
- Articulate training expectations and set training norms.
- Explain the role and importance of clinical observers.
- Describe the characteristics of a good clinical observer.
- Summarize the agenda and schedule including start and end times, breaks, etc.

# Purpose of Course

The primary purpose of this course is to prepare clinical trainers and other clinicians to be observers and assess the quality of clinical services in an objective and standardized way as part of an observational evaluation study, quality improvement assessment, or other observational data-collection activity.

# Course Goal

After completing this course, you will be able to competently conduct an assessment in the field using observational data-collection tools both in simulation and in a clinical setting.

# Primary Objective

Demonstrate competency in conducting and documenting observations of clinical services, practices, and settings.

# Supporting Objectives

- Explain the importance of objective, standardized observation of clinical service delivery.
- Describe informed consent and why it is important.
- Describe how competency in observation is determined.
- Describe how criteria are used to determine skills performance.
- Describe the process used to develop inter-rater reliability.

# Norms of the Workshop

## Brainstorm activity

# Icebreaker

## Football



# Past Experience

Have any of you had past experience being a clinical observer OR working in monitoring and evaluation?

# What is structured observation?

- Observe without intervening
- Use a tool
- Do not provide immediate feedback
- Demonstrate the fundamental attitudes:
  - Respect
  - Objectivity

# When are clinical observers used?

- Quality of care studies
- SBM-R® programs
- Quality assurance programs
- Specialized studies
- Monitoring of specific programs
- Evaluation of specific programs
- Can participants name other situations in which clinical observers could be used?

# What is a clinical observer?

- Objective observer
- Accurate documenter
- What makes a good clinical observer?

# What makes a competent observer?

- Objective and standardized observations
- Process of standardizing observation of skills
  - Review tools
  - Practice skills observations of flawed performances
  - Assess observer competency in clinical skills observation in the classroom
  - Practice clinical skills observation at the facility

# How do clinical observers become competent in the process of clinical observation?

- Practice, practice, practice
- Knowledge of the standards or tools used for observation and how to apply them
- Calibration with other observers

# Thank you!

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