Rubric for Service Experience Abstract scoring

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| **Presentation topic area** | **Review of abstract**  |  **SCORE****(1 = lowest, 5 = highest)** |
| **1** | **2** | **3** | **4** | **5** |
| **Background/****Problem Statement** | 1. The background/context of the country or setting is well described. |  |  |  |  |  |
| 2. The service experience issue is well described.  |  |  |  |  |  |
| **Use this space to write down comments related to any of the responses above.** |
| **Service Experience solution: description of intervention, tool, and measurement approach**  | 3. The intervention to address the service experience issue is well articulated and fit to the problem.  |  |  |  |  |  |
| 4. The tool(s)/implementation approaches used to support the intervention are listed and outlined. |  |  |  |  |  |
| 5. The measurement tools and approach are well described. |  |  |  |  |  |
|  | **Use this space to write down comments related to any of the responses above.** |
| **Evidence-based findings**  | 6. The evidence presented directly related to improved service experience for either provider or community member. |  |  |  |  |  |
| 7. The evidence can be reviewed and is of robust quality (rigorous methods). |  |  |  |  |  |
| 8. The evidence provides clear insights into continued applicability and use of the intervention and or tools OR demonstrates clearly through evidence that an approach does not work. |  |  |  |  |  |
| **Use this space to write down comments related to any of the responses above.** |
| **Applicability for immunization**  | 9. The content of this presentation is easily adoptable/adaptable to the immunization context. |  |  |  |  |  |
| 10. This abstract adds value to our efforts to improve the immunization service experience for provider or community member/caregiver.  |  |  |  |  |  |
| **Use this space to write down comments related to any of the responses above.**  |