

Appendix 5-6

Appendix 5-6: Sample Provider Interview Guide²

Number	Question	Coding	Skip To
Interviewer	CHOOSE THE APPROPRIATE GREETING AND READ IT OUT BEFORE BEGINNING THE INTERVIEW.		
	<p>1. Hello, my name is _____ I am representing the _____ project (give name of project). We are conducting a training needs assessment to improve the availability and quality of health services in your area. This interview is a part of this needs assessment. There is no possible risk if you agree to participate in this study. Rather, it will benefit you by helping us to improve services in this site. All of the information that you provide will be kept strictly confidential; your name will not be used, and you will not be identified in any way. Your current and future position at this service site will not be affected in any way. Your participation is absolutely voluntary and there is no penalty for refusing to take part. You are free to ask any questions; you may refuse to be in this study; you may refuse to answer any question in the interview; and you may stop the interview at any point.</p> <p>Do you have any questions? _____</p> <p>Do I have your agreement to participate? _____</p>		
	<p style="text-align: center;">_____ Interviewer's Signature (Indicates Respondent's willingness to participate)</p> <p style="text-align: center;">Date: _____</p>		
	<p>May I begin the interview?</p>		
	<p>What is your main qualification?</p>		

continued

² Adapted from: The AMKENI Project Field Survey Tools

Sample Provider Interview Guide (cont.)

Number	Question	Coding	Skip To																											
304	Do you personally provide any family planning (FP) services?	Yes. 1 No 2	→ STOP																											
305	For how long have you been providing these services? Interviewer: IF LESS THAN ONE YEAR, RECORD '00'.	Yes <input type="text"/> <input type="text"/> No = 98																												
306	Do you personally provide injectable services?	Yes. 1 No 2																												
307	Do you personally provide IUD services?	Yes. 1 No 2																												
308	Do you personally provide implant services?	Yes. 1 No 2																												
309	Do you personally provide vasectomy services?	Yes. 1 No 2																												
310	Do you personally provide tubectomy services?	Yes. 1 No 2																												
311	Have you received any in-service training in the last three years in: Interviewer: CIRCLE ALL TRAININGS THAT THE PROVIDER HAS RECEIVED, UNDER RECEIVED COLUMN.	<table border="0"> <thead> <tr> <th></th> <th>RECEIVED</th> <th>SPONSORED</th> </tr> </thead> <tbody> <tr> <td>FP counseling</td> <td>A</td> <td>SA</td> </tr> <tr> <td>IUD insertion/removal</td> <td>B</td> <td>SB</td> </tr> <tr> <td>Implant insertion/removal</td> <td>C</td> <td>SC</td> </tr> <tr> <td>No-scalpel vasectomy</td> <td>D</td> <td>SD</td> </tr> <tr> <td>Tubectomy</td> <td>E</td> <td>SE</td> </tr> <tr> <td>Infection prevention</td> <td>F</td> <td>SF</td> </tr> <tr> <td>Complications management</td> <td>G</td> <td>SG</td> </tr> <tr> <td>No training _____</td> <td>2</td> <td></td> </tr> </tbody> </table>		RECEIVED	SPONSORED	FP counseling	A	SA	IUD insertion/removal	B	SB	Implant insertion/removal	C	SC	No-scalpel vasectomy	D	SD	Tubectomy	E	SE	Infection prevention	F	SF	Complications management	G	SG	No training _____	2		
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continued

Sample Provider Interview Guide (cont.)

READ THE FOLLOWING STATEMENT AND THEN GO TO THE TABLE AND ASK THE QUESTIONS FOR EACH METHOD LISTED. MOVE ACROSS THE TABLE ANSWERING EACH QUESTION FOR A METHOD BEFORE MOVING ON TO THE NEXT METHOD.	
Now I would like to ask you some questions about your beliefs concerning prescribing some of the different FP methods.	
Interviewer	
Method	
a. Pill	312. Is there a minimum age below which you will not offer METHOD? Yes1 No2 → 314
b. Injectable	312. Is there a minimum age below which you will not offer METHOD? Yes1 No2 → 314
c. Condoms	312. Is there a minimum age below which you will not offer METHOD? Yes1 No2 → 314
d. IUD	312. Is there a minimum age below which you will not offer METHOD? Yes1 No2 → 314
e. Implant	312. Is there a minimum age below which you will not offer METHOD? Yes1 No2 → 314
f. Vasectomy (NSV)	312. Is there a minimum age below which you will not offer METHOD? Yes1 No2 → 314
g. Tubectomy	312. Is there a minimum age below which you will not offer METHOD? Yes1 No2 → 314
	313. What is that age? → 316
	314. Is there a maximum age above which you will not offer METHOD? Yes1 No2 → 316
	315. What is that age? → 318
	316. Is there a minimum number of children a woman must have before you will offer METHOD? Yes1 No2 → 318
	317. What is that minimum number of children? → 318
	318. Do you require a partner's consent before you will provide METHOD? Yes1 No2

continued

Sample Provider Interview Guide (cont.)

Number	Question	Coding	Skip To
319	<p>What do you usually check before you prescribe the pill?</p> <p>Interviewer: DO NOT READ OUT ANSWERS. CIRCLE ALL MENTIONED.</p>	<p>Ask about breastfeeding.....A Check/ask about pregnancyB Check blood pressureC Ask about smokingD Check/ask about lump in breastE Check/ask about jaundice.....F Ask about spotting after intercourse.....G Ask about weight (more than 70 kg).....H Other (specify) _____ _____ I</p>	
320	<p>What do you usually check before you insert an IUD?</p> <p>Interviewer: DO NOT READ OUT ANSWERS. CIRCLE ALL MENTIONED.</p>	<p>Check/ask about pregnancyA Ask about number of children.....B Ask about excessive bleeding during menstruation.....C Ask about bleeding in between menstruation.....D Ask about bleeding after intercourseE Ask about painful menstruationF Check for infections.....G Check for uterine prolapseH Other (specify) _____ _____ I</p>	
321	<p>What do you usually check before you give an injectable?</p> <p>Interviewer: DO NOT READ OUT ANSWERS. CIRCLE ALL MENTIONED.</p>	<p>Ask about number of children.....A Check/ask about pregnancyB Check blood pressureC Ask about smokingD Check/ask about lump in breastE Check/ask about jaundice.....F Ask about spotting after intercourse.....G Ask about weight (more than 70 kg).....H Other (specify) _____ _____ I</p>	

continued

Sample Provider Interview Guide (cont.)

Number	Question	Coding	Skip To
322	<p>What do you usually check before you insert Norplant?</p> <p>Interviewer: DO NOT READ OUT ANSWERS. CIRCLE ALL MENTIONED.</p>	<p>Ask about number of children.....A Check/ask about pregnancyB Check blood pressureC Ask about smokingD Check/ask about lump in breastE Check/ask about jaundice.....F Ask about spotting after intercourse.....G Ask about weight (more than 70kg).....H Other (specify) _____ _____ I</p>	
323	<p>What do you usually check before you perform a vasectomy?</p> <p>Interviewer: DO NOT READ OUT ANSWERS. CIRCLE ALL MENTIONED.</p>	<p>Ask about number of children.....A Ask about age of last child.....B Ask about marital statusC Check/ask about medical status.....D Other (specify) _____ _____ E</p>	
324	<p>What do you usually check before you perform a tubectomy?</p> <p>Interviewer: DO NOT READ OUT ANSWERS. CIRCLE ALL MENTIONED.</p>	<p>Ask about number of children.....A Ask about age of last child.....B Ask about marital statusC Check/ask about medical status.....D Check for infection.....E Ask about pregnancyF Other (specify) _____ _____ G</p>	

continued

Sample Provider Interview Guide (*cont.*)

Number	Question	Coding	Skip To
INTEGRATION OF FP & STI/HIV/AIDS SERVICES			
325	Do you routinely discuss anything about sexually transmitted infections (STIs) with your FP clients?	Yes..... 1 No 2 Don't know 9	→ 328 → 328
326	Do you routinely discuss anything about HIV and AIDS with your FP clients?	Yes..... 1 No 2 Question skipped 7 Don't know 9	→ 328 → 328
327	Please tell me the things you routinely discuss about HIV, AIDS, and STIs: IF NECESSARY PROBE: Do you...		
	a. Discuss the risk of STIs?	Yes (spontaneous)..... 1 Yes (probed) 2 No 3 Question skipped 7	
	b. Discuss HIV and AIDS and ways to reduce the risk of infection?	Yes (spontaneous)..... 1 Yes (probed) 2 No 3 Question skipped 7	
	c. Ask the FP client about the presence of STI symptoms (such as genital discharge or ulcers)?	Yes (spontaneous)..... 1 Yes (probed) 2 No 3 Question skipped 7	
	d. Explain the role of condoms in reducing transmission risk of STIs and HIV?	Yes (spontaneous)..... 1 Yes (probed) 2 No 3 Question skipped 7	
328	<i>If STI symptoms are reported or noticed during an FP exam, what do you usually do?</i> Interviewer: DO NOT READ OUT ANSWERS. <i>CIRCLE ALL RESPONSES.</i>	Treat the client 1 Refer the client to another provider in the same facility 2 Refer the client to a specific clinic for treatment 3 Advise the client to seek treatment (without a specific referral)..... 4 Do nothing 5 <i>Other (specify) _____</i> 6 Don't know 9	

continued

Appendix 5-6

Sample Provider Interview Guide (cont.)

Number	Question	Coding	Skip To
INTEGRATION OF FP & STI/HIV/AIDS SERVICES			
329	Do you provide postabortion care?	Yes..... 1 No 2 Don't know 9	
330	Do you provide menstrual regulation?	Yes..... 1 No 2 Don't know 9	→ 332 → 332
331	Do you routinely include FP counseling as a part of management of menstrual regulation?	Yes..... 1 No 2 Question skipped 7 Don't know 9	
332	TIME INTERVIEW ENDED	Hour <input type="text"/> <input type="text"/> Minute..... <input type="text"/> <input type="text"/>	
333	INTERVIEWER COMMENTS:		

Appendix 5-7: Sample Supervisor Interview Guide (from Bangladesh)³

Supervisor's Work Station: _____ District: _____							
Districts/subdistricts supervised _____							
TYPE OF SUPERVISOR INTERVIEWED (CIRCLE CORRESPONDING CODE)							
Divisional Director 1							
Deputy Director Family Planning (DDFP) 2							
Assistant Director Clinical Contraception (ADCC)/ADFP/MOCC 3							
FP Clinical Supervision Team/QA Team (FPCST/QAT) 4							
MO-MCH/FP/MO-Clinic 5							
Upazilla Family Planning Officer (UFPO) 6							
Family Planning Inspectors (FPI) 7							
AUFPO/Sr. FWV 8							
Other _____ 9							
_____ Interviewer's Name	<table style="margin: auto;"> <tr> <td style="text-align: center;">Day</td> <td style="text-align: center;">Month</td> <td style="text-align: center;">Year</td> </tr> <tr> <td style="text-align: center;"> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> </td> <td style="text-align: center;"> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> </td> <td style="text-align: center;"> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> </td> </tr> </table>	Day	Month	Year	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>	<input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/> <input style="width: 20px; height: 20px;" type="text"/>
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Interview	READ OUT THE FOLLOWING GREETING BEFORE BEGINNING THE INTERVIEW WITH THE SUPERVISOR.						
<p>Hello, my name is _____. I am representing the _____ project. We are working with the _____ (public sector name) to improve supervision. As part of this, I would like to ask you some questions about the supervision you provide. This interview should take approximately 30 minutes. There is no possible risk to you if you agree to participate in this study. Rather, it will benefit you and other supervisors by helping us to improve supervision. All of the information you give me will be kept strictly confidential; your name will not be used, and you will not be identified in any way. Your current and future position will not be affected in any way.</p> <p>Please understand that your participation is entirely voluntary, and there is no penalty to you if you decide not to participate. You are free to ask any questions. You only need to respond to those questions that you wish to answer.</p> <p>Do you have any questions?</p> <p>Do you agree to participate in the interview?</p>							
<table style="width: 100%;"> <tr> <td style="width: 60%;"> _____ Interviewer's Signature (indicates Respondent's willingness to participate) </td> <td style="width: 40%;"> _____ Date </td> </tr> </table>		_____ Interviewer's Signature (indicates Respondent's willingness to participate)	_____ Date				
_____ Interviewer's Signature (indicates Respondent's willingness to participate)	_____ Date						

continued

³ Adapted from tool used in 2007 in Bangladesh *Performance Improvement Needs Assessment (PINA-2) to Strengthen the Supervision System*.

Sample Supervisor Interview Guide (cont.)

Number	Question	Coding	Skip To
100	For how long have you been a supervisor?	_____ Years _____ Months	
101	Did you receive training in supervision or management when you were appointed or promoted to supervisor?	Yes 1 No 0 Don't know 88	→ 103 → 103
102	What training did you receive? INTERVIEWER: DO NOT READ THE LIST. MULTIPLE RESPONSES ALLOWED.	Communication skills 1 Technical areas to supervise (e.g., FP, MCH, counseling) 2 Facilitative supervision 3 Reporting forms/recordkeeping 4 Providing feedback skills 5 Conflict resolution 6 Managerial skills 7 Using data for decision making 8 Other (specify) _____ 9	
103	Do you feel that you have all the knowledge and skills you need to be a supervisor?	Yes 1 No 0 Don't Know 88	→ 105
104	What knowledge and skills do you feel you still need to make you a better supervisor? INTERVIEWER: DO NOT READ THE LIST. MULTIPLE RESPONSES ARE ALLOWED.	Communication skills 1 Technical areas to supervise (e.g., FP, MCH) 2 Facilitative supervision 3 Reporting forms/recordkeeping 4 Feedback skills 5 Other (specify) _____ 6	
105	Do you have a job description specifically describing your supervisory duties?	Yes 1 No 0 Don't know 88	→ 107 → 107
106	Can you please show me a copy of the job description?	Observed 1 Not observed 0 INTERVIEWER: If observed, does it specify supervisory job duties? ____ Yes ____ No	
107	What levels in the health system do you supervise? INTERVIEWER: MULTIPLE RESPONSES ARE ALLOWED.	Division 1 District 2 Upazilla (UHC) 3 Union (FWC) 4 Other (specify) _____ 5	

continued

Sample Supervisor Interview Guide (*cont.*)

Number	Question	Coding	Skip To
108	How often are you expected to supervise each level? INTERVIEWER: ASK FOR EACH LEVEL MENTIONED IN Q105.	Specify how often for each mentioned in Q107: Division: 1 District: 2 Upazilla (UHC): 3 Union (FWC): 4 Other (.....): 5	
109	How often are you actually able to supervise each of the levels you mentioned? INTERVIEWER: ASK FOR EACH LEVEL MENTIONED IN Q107.	Specify how often for each mentioned in Q107: Division: 1 District: 2 Upazilla health complex: 3 Family welfare center: 4 Field workers: 5 Other (.....): 6	
110	Do you have a schedule or plan for conducting your supervisory visits each quarter or at other specified time periods?	Yes 1 No 0 Don't know 88	→ 112 → 112
111	Can you please show me a copy of the supervision schedule or plan?	Observed 1 Not observed 0	
112	What do you do to prepare for a supervisory visit? INTERVIEWER: DO NOT READ THE LIST. MULTIPLE RESPONSES ALLOWED.	Review results from the previous visit 1 Review my own plan developed after a previous visit 2 Develop a visit plan 3 Contact site's supervisors to discuss scope of work and logistics 4 Prepare materials needed during a visit .. 5 Prepare checklist to use during a visit 6 Other 7 I do not prepare/I just go 8	

continued

Sample Supervisor Interview Guide (cont.)

Number	Question	Coding	Skip To
113	What do you do when you supervise? INTERVIEWER: DO NOT READ THE LIST. MULTIPLE RESPONSES ARE ALLOWED.	Check supplies/equipment/inventory system 1 Check staffing and staff utilization 2 Check infection prevention practices 3 Review client records, facility service statistics 4 Discuss service statistics data with staff 5 Discuss work expectations/roles and responsibilities 6 Observe client consultations or procedures performed 7 Check what client educational materials available..... 8 Provide updates on service delivery standards/guideline..... 9 Check what job aids are available 10 Give feedback on performance..... 11 Update provider knowledge/skills 12 Recognize/praise performance/motivate 13 Discuss with staff results of a supervisory visit 14 Discuss problems/solutions 15 Other (specify) 16 Don't know 88	
114	What do you do to improve quality of services and performance of staff?		
115	How do you monitor and evaluate staff performance?		
116	Do you feel that supervision is a priority within the Directorate General of Family Planning and that it is given the necessary resources?	Yes 1 No 0 Don't know 88	→ 118
117	Why do you think supervision is not a priority or given the necessary resources?		

continued

Sample Supervisor Interview Guide (cont.)

Number	Question	Coding	Skip To
118	What do you suggest could be done to make supervision more of a priority within the Directorate General of Family Planning so that it has the resources it needs?		
119	What helps you do your job as a supervisor?		
120	What makes it difficult for you to do your job as a supervisor?		
121	Do you feel you have all the resources you need to fulfill your supervisory duties?	Yes 1 No 0 Don't know 88	→ 123
122	What additional resources do you need to fulfill your job as a supervisor? INTERVIEWER: DO NOT READ THE LIST. MULTIPLE RESPONSES ARE ALLOWED.	Transportation/vehicle 1 Per diem costs 2 Supervisory guidelines or checklist 3 Training in supervision/management 4 Review supervisors' job description 5 Establish supervision monitoring/evaluation system 6 More time 7 Other (specify) _____ _____ 8	
123	What suggestions do you have for improving the supervision system in the district?		→ Thank you for your time and frank responses