

STUDY TOOLS

INDIVIDUAL INTERVIEW GUIDE FOR HEALTH CARE PROVIDERS

Date: _____

First say: Now we are ready to get started with the interview. I will be the moderator today. We will be meeting for about 45 minutes. We are going to use a tape recorder so we do not forget the important things you tell us. If you do not want to have your voice recorded, or you change your mind about participating, we will not continue with the interview.

I want to remind you that your comments are only to learn more about the community and nothing you say will not be shared with others.

START THE TAPE RECORDER HERE!

Thank you. Now I would like to ask a few simple questions to get us started.

1. Do you have a personal phone that can send text-messages? YES/NO
2. Is it a smart phone? YES/NO
3. Do you use WhatsApp? YES/NO
4. Do you use your phone every day? YES/NO
5. Do you use your phone to communicate with other providers? YES/NO

Now I would like to ask some questions about transfer and referrals in your catchment area.

1. We know sometimes it is easy to get a woman to a health center quickly, and sometimes it can take a long time to get a woman to a health center. What kinds of things can make it take a long time?

Probes (for healthcare providers):

I know distance and transportation are factors, but what else? Do multiple people have to make a decision about whether it is ok to take the woman?

What else can make it take a long time to get to the health center?

2. Let's talk about what happens when women arrive at the facility. Can you describe that process for me?

Probes (for healthcare providers):

What usually happens when the woman first arrives?

Can you say more about that? What does the provider do?

If you go with the woman, what do you do? Do the providers ask for your help?

How is it different if the woman is very sick or very close to delivery?

How is it different at night? Over the weekend? On holidays?

Can you tell me more about that?

Does anyone else have anything to add?

3. Sometimes things go very well and women get care right away when they arrive at a health center or hospital. Other times things don't go as well and it can take some time before they get care. Can you explain those different scenarios? What makes the difference between women getting care right away and not getting care right away?

Probes (for healthcare providers):

Can you tell me more about that?

Can you think of an example where things didn't go very smoothly... and can you describe that to me?

4. How do you keep track of how much time has passed since the woman arrived to the facility and received care? Is that recorded anywhere or is it something you just try to remember?

Probes (for healthcare providers):

Is that information recorded on the chart?

Who is responsible for recording that information? Who normally does it?

Can you tell me more about that?

5. In some places, community providers talk with the providers at the health centers and hospitals very often. They even take trainings together. In other places, the community providers rarely talk to the providers at the health centers and hospitals. Can you tell me what it is like here?

Probes (for healthcare providers):

When do you talk with community providers? What are those interactions usually about?

What kind of information does the community health worker provide to you?

How do you feel about those interactions?

How do you communicate with community providers? (Is it all in person, or would you ever call them?)

Can you describe what the community health worker does once they arrive with the patient to the facility?

Do they typically stay with the woman or do they typically leave?

Are the community providers used in patient care after the woman has arrived? What types of things do they help you with?

Would you like opportunities to work more closely with community providers?

6. We have been talking about an idea that we wanted to ask you about. We were wondering whether community providers could use WhatsApp as a way to communicate with providers in the health centers. Maybe there could be a WhatsApp group where CHAs could send out a question to the group, or send a notice that a woman is on her way to the health center to help prepare for her arrival. What do you think about that idea?

Probes (for healthcare providers):

Overall, do you like the idea? Why or why not?

What do you think it would be good for?

What concerns would you have about using WhatsApp in that way?

What are some suggestions you have to make sure that people use it?

Thank you so much for all of these comments. We just have a last question that circles us back to the beginning, when we asked about your phones.

7. Some people love their phone, have it with them at all times, and never let it run out of credit. Other people use their phone when it has credit but sometimes leave it at home or maybe they forget to charge it. For everyone here, can you tell me which one of those describes you best?

Probes (for healthcare providers):

How do you pay for your phone?

Is using your phone annoying or bothersome, or do you enjoy having it with you throughout the day?

Before we finish, do any of you have anything else that you would like to add to the discussion?

Thank you for your time today – this has been very useful and we appreciate you giving so generously of your time.

FOCUS GROUP DISCUSSION GUIDE
FOR COMMUNITY HEALTH WORKERS
(THIS INCLUDES COMMUNITY HEALTH ASSISTANTS IN LIBERIA AND
COMMUNITY HEALTH NURSES OR COMMUNITY HEALTH OFFICERS IN
GHANA)

Date: _____

Facilitator: _____

Note taker: _____

Community/Health Center: _____

Number in attendance (not including research staff): _____

First say: Now we are ready to get started with the focus group. I will be the moderator today. This is _____ and s/he will be taking notes and keeping us “on time”. We will be meeting for about 90 minutes. We are going to use a tape recorder so we do not forget the important things you tell us. If you do not want to have your voice recorded, or you CHWnge your mind about participating, you can leave at any time.

This focus group is an interview that is conducted in a natural way, much like a discussion. In the focus group, people are free to give their views and opinions to the questions.

I want to remind you that your comments are the research team only to learn more about the community and nothing you say will not be shared with others.

START THE TAPE RECORDER HERE!

Thank you. Now I would like to ask a few simple questions as a group to get us started. Please raise your hand if your answer is “YES”. Number of participants in the focus group _____.

6. Do you have a personal phone that can send text-messages? ____# yeses
7. Is it a smart phone? ____# yeses
8. Do you use WhatsApp? ____#yeses
9. Do you use your phone every day? ____#yeses
10. Do you use your phone to communicate with other providers? ____#yeses

8. Ok, to get started, how do you decide if a woman needs to go to the health center or hospital?

Probes for CHWs:

What are things that you look for that might tell you the woman should go to the health center or hospital?

What kinds of trainings have you received that help you figure out if a woman should go to the hospital?

What are some common reasons for referral to the health center or hospital?

Once you have decided a woman needs to go to the health care facility, is there a current system or order in which you do things? Tell me about how you make these decisions.

How do you decide to take the woman to a health center versus a hospital?

9. We know sometimes it is easy to get a woman to a health center quickly, and sometimes it can take a long time to get a woman to a health center. What kinds of things can make it take a long time?

Probes for CHWs:

I know distance and transportation are factors, but what else? Do multiple people have to make a decision about whether it is ok to take the woman?

What else can make it take a long time to get to the health center?

10. Can you describe the process when a woman leaves her home to go to the health center / hospital?

Probes for CHWs:

How does she decide that she should go to the hospital?

Who goes with her?

How do they usually get there?

How long does it usually take for them to get to the nearest health center?

How long does it usually take for them to get to the nearest hospital?

What are things that can affect that travel time?

11. Let's talk about what happens when women arrive at the facility. Can you describe that process for me?

Probes for CHWs:

What usually happens when the woman first arrives?

Can you say more about that? What does the provider do?

If you go with the woman, what do you do? Do the providers ask for your help?

How is it different if the woman is very sick or very close to delivery?

How is it different at night? Over the weekend? On holidays?

Can you tell me more about that?

Does anyone else have anything to add?

12. Sometimes things go very well and women get care right away when they arrive at a health center or hospital. Other times things don't go as well and it can take some time before they get care. Can you explain those different scenarios? What makes the difference between women getting care right away and not getting care right away?

Probes for CHWs:

Can you tell me more about that?

Can you think of an example where things didn't go very smoothly... and can you describe that to me?

13. In some places, community providers talk with the providers at the health centers and hospitals very often. They even take trainings together. In other places, the community providers rarely talk to the providers at the health centers and hospitals. Can you tell me what it is like here?

Probes for CHWs:

When do you talk with providers at the health centers?

How do you communicate with them?

Do you ever text or call on the phone with providers at the health centers?

14. We have been talking about an idea that we wanted to ask you about. We were wondering whether community providers could use WhatsApp as a way to communicate with providers in the health centers. Maybe there could be a WhatsApp group where CHWs could send out a

question to the group, or send a notice that a woman is on her way to the health center to help prepare for her arrival. What do you think about that idea?

Probes for CHWs:

Overall, do you like the idea? Why or why not?

What do you think it would be good for?

What concerns would you have about using WhatsApp in that way?

What are some suggestions you have to make sure that people use it?

Thank you so much for all of these comments. We just have a last question that circles us back to the beginning, when we asked about your phones.

15. Some people love their phone, have it with them at all times, and never let it run out of credit. Other people use their phone when it has credit but sometimes leave it at home or maybe they forget to charge it. For everyone here, can you tell me which one of those describes you best?

Probes for CHWs:

How do you pay for your phone?

Is using your phone annoying or bothersome, or do you enjoy having it with you throughout the day?

Before we finish, do any of you have anything else that you would like to add to the discussion?

Thank you for your time today – this has been a very useful discussion and we appreciate you giving so generously of your time.