

Using a Decision-Support Smartphone application to enhance Community Health Volunteers' effectiveness in reducing maternal complications and reducing newborn Deaths in the informal settlements of Nairobi, Kenya

Thematic Interview Guide with suggestions to questions

FGD CHVs

INTRODUCTION AND WARM UP (2 mins)

- The moderator introduces him/herself and explains the purpose of the study
- The moderator explains that the discussion is open, not an exam and there is no wrong or right answer. Explain that the information given by each participant is confidential.
- Encourage the respondent to give honest opinions.
- Talk not just for yourself but also what you know your friends think.
- Explain the use of the recorder.

A. Experience working in the community

Probes

- a) How many households are you allocated and how often do you visit them?
 - b) What are some of the activities conducted in the household? (Counselling, Referral)
 - c) How do you collect/report information collected from households?
 - d) How do you handle maternal, neonates and children complications, deliveries?
 - e) Do you have a way of identifying any danger signs in newborns and mothers and how easy it?
 - f) At what point do you refer complicated cases?
 - g) What do you think should be improved?
- B. Health facilities in the area**

Probes

- a) Which health facilities do you refer your patients?
- b) How do you follow up patients referred to ensure they go to the health facilities?
- c) Do you get feedback on referrals done?
- d) Are the services offered in the facilities affordable and responsive to the needs of the community?
- e) In your opinion are the patients satisfied with the services?
- f) Perceived quality, accessibility and affordability regarding the existing FP and maternal health services, effectiveness of referral system, and barriers to utilization of the health services.
- g) Challenges and Opportunities (how to assist mothers and children to access care), improve their work lives (reporting, knowledge and skills)

C. Data collection/reporting and follow-up tools

Probes

- a) Generally how do you feel about the data collection/reporting system currently in use
- b) On average how much time does it take to collect data from one household
- c) How often is your work reviewed and by who?
- d) What are the advantages and disadvantages/challenges of the current system?
- e) How in your opinion do you think it can be improved?
- a) If you have heard of any health related mobile applications used in this community, what is your opinion?
- b) What are your views on the use of a decision support tool for CHVs to collect/report information & make referrals/ follow-ups?

IDI Postnatal women's interview guide

- a. Tell me about your childbirth experience?
- b. Have you heard of the term “dignity”? What do you understand by the term dignity? How would you describe dignity?
- c. While at home, did you have any thoughts about how your dignity will be affected in the labour ward?
 - If so, what these thoughts were and where they came from?
- d. Did you feel that the labourward would affect your dignity?
 - a. If so, how?
- e. Do you feel that the attending midwives affected your dignity during the childbirth process?
 - If so, how?
- f. During childbirth, were there any moments that you feel that you lost, or could have lost, your dignity?
 - If yes, explore the following;
 - What was the situation?
 - Was the situation related to your condition, treatment or care?
 - What were your feelings at the time?
 - Did you feel that the midwives tried to do anything to keep your dignity?
 - Did the labourward staff make the situation better or worse? If so, how?
 - Is there anything else you would have liked the attending staff to do in this situation?
- g. Is there anything else you would like to say about your dignity as a patient on the labourward?

FGD: Women of Reproductive Age

INTRODUCTION AND WARM UP (2 mins)

- The moderator introduces him/herself and explains the purpose of the study
- The moderator explains that the discussion is open, not an exam and there is no wrong or right answer. Explain that the information given by each participant is confidential.
- Encourage the respondent to give honest opinions.
- Talk not just for yourself but also what you know your friends think.
- Explain the use of the recorder.

A. Now I would like us to talk about your views on CHVs work in this community.

Probes

- a) Are you aware of any CHVs in this community and are you conversant with their roles?
 - b) Have you ever been visited by the CHV & for what reasons
 - c) Have you sought any services from the CHVs and what services
 - d) Do you generally find the services of the CHVs useful?
- B. I would like to talk about the reporting/data collecting mechanism used by the CHVs;

Probes

- a) What kind of information do the CHVs collect from you? How is it done?
 - b) How do you think it can be improved?
- C. Now I would like to ask about the Health facilities visited by you or any mother in the community;

Probes

- a) Which facilities do you visit frequently and what services do you most seek.
- b) Are you able to get quality care from these health facilities
- c) Do you get referred by the CHVs to these facilities
- d) Overall, what are your views on the referral system by CHVs and services offered by the health facilities in the community, please tell me more
- e) How do you think it can be improved?
- f) Perceived quality, accessibility and affordability regarding the existing FP and maternal health services, effectiveness of referral system, and barriers to utilization of the health services.
- g) Challenges and Opportunities (how to assist mothers and children to access care)

KII: CHEWs and Health Providers

Tell me about your roles as a CHEW/Clinician in provision of health services to people in this community

Probes

- a) Health status of the community
- b) Interaction with the CHVs
- c) Experiences working with the CHVs
- A. Now I would like to ask about the services offered by health facilities in this area
 - a) Which facilities do residents of this community visit frequently and what services do they mostly seek.
 - b) Are they able to get quality care from these health facilities
 - c) Are they referred by the CHVs to these facilities
 - d) Overall, what are your views on the referral system by CHVs and services offered by the health facilities in the community, please tell me more
 - e) How do you think it can be improved?
- B. Now I going to talk about the reporting tools used to collect information/report and refer by the CHVs
 - a) What tools are used to collect data in this community? Generally how do you feel about the data collection/reporting system currently in use?
 - b) On average how much time does it take the CHVs to collect data from one household
 - c) How often do you review CHVs' work?
 - d) What are the advantages and disadvantages/challenges of the current system?
 - e) How in your opinion do you think it can be improved?
 - f) In your opinion what would you say about mobile app in data collection and reporting process?

KII Health Providers

- A. Tell me about your roles as a Clinician in provision of health services to people in this community

Probes

- a) Health status of the community
 - b) Interaction with the CHVs
 - c) Interaction with DHMTs
- B. Now I would like to ask about the services offered by health facilities in this area

Probes

- a. What services do they utilize mostly?
 - b. Are they able to get quality care from these health facilities
 - c. Are they referred by the CHVs to these facilities
 - d. Overall, what are your views on the referral system by CHVs and health facilities? please tell me more
 - e. How do you think it can be improved?
- C. Reporting tools used to collect information/report and refer by the CHVs
- a. What tools are used to collect data in this community? Generally how do you feel about the data collection/reporting system currently in use?
 - b. What are the advantages and disadvantages/challenges of the current system?
 - c. How in your opinion do you think it can be improved?
 - d. In your opinion what would you say about mobile app in data collection and reporting process?
- D. What do you understand by the term “dignity”?

Threats to dignity:

E. Have you ever felt that a woman's dignity was lost, or threatened at any point during the childbirthing period?

- If so, what do you feel caused this to happen?
- What effect do you feel you had on the situation? Do you feel that you improved or worsened the situation, and how?
- How do you feel other staff improved or worsened the situation, and how?
- Do you feel that you or any other staff could have done anything else to promote the woman's dignity in this situation, and if so, what could you have done?

Promotion of dignity:

F. Do you feel that women keep their dignity during their care/treatment/childbirth?

- What do you feel helped promote the women's dignity?
- What was your role in promoting the women's dignity?

Effect of the ward environment:

G. Do you feel that the ward environment affects women's dignity?

- Is there is anything more that could be done to the ward environment to promote a woman's dignity?
- Is there anything else you would like to say about women's dignity on the labourward?

KII: Sub County focal person

A) Tell me about your roles as a sub-county focal person in this community

B) What can you say about the services offered by the health facilities in this community?

Probes:

- a) The cost, quality of care, available to mothers and children
- b) Do you know of any challenges that are faced by the mothers and children in this community to access health facilities?
- c) In your opinion do you think that the engagement of the CHVs in the community is of help, what are your views on the services offered by the CHVs
Probes; task shifting, improved care?

C) Please tell more on your experiences working with the SCMOH,

Probe:

- Perceived quality, accessibility and affordability regarding the existing FP and maternal health services, effectiveness of referral system, and barriers to utilization of the health services.
- Challenges and Opportunities (how to assist mothers and children to access care), reporting, compliance with regulations by health facilities and CHVs

D) Are there any activities that you have been involved in this sub-County, please clarify;

Probes; Running of meetings, Trainings, support supervisions and any community engagements (specify)

E) In your opinion what would you say about mobile app in data collection and reporting process? Please tell me more

KII: SCMOH

A) Tell me about your work in this community

Probes: support supervision, sub county meetings & stakeholder forums

B) Tell me more about your engagement with the CHVs and how the experience has been

C) Experience working with health facilities

Probes: reporting, compliance with regulations

D) How effective are the CHVs in the community?

Probes;

- Perceived quality, accessibility and affordability regarding the existing FP and maternal health services, effectiveness of referral system, and barriers to utilization of the health services.
- Challenges and Opportunities (how to assist mothers and children to access care), reporting, compliance with regulations by health facilities and CHVs

E) In your opinion do you think a CHV decision support tool would be make CHV perform duties and responsibilities effectively? How is that?