

Levels of influence	Description	Constructs explored in the interviews
Individual	Factors related to the caregivers' knowledge and perception of care provided per the guidelines including antibiotics and referral	Caregiver autonomy in decision-making to seek care and accept referral; caregiver perception of illness severity; previous experiences with care at public sector facilities
Interpersonal	The role and influence household factors and other key actors in healthcare decision-making	Influence of economic factors, household responsibilities, and family members in decision-making for the infant's care (e.g., husband, mother or mother-in-law, other family members)
Organizational	Care received at public sector health facility and relationship with providers	Availability and accessibility of public sector services and medicines; Caregiver relationship with the provider; Provider motivation to facilitate referral and follow-up
Community	Social and cultural values that motivate or impede acceptability of treatment per the guidelines	Social and cultural values that influence care-seeking in this context; community perceptions of public sector care