

APPENDIX 1

FGD guide and in-depth interview guide for women and healthcare workers in Naivasha sub-counties

Purpose of the FGD and in-depth interview

The purpose of this Individual in-depth Interview is to try and understand where women residing within Embakasi North sub-County deliver their babies and why they prefer these specific facilities or places. The study intends to specifically elucidate the following;

- 1) What women's preferences are with regard to place of delivery
- 2) Why they choose certain places over the other places
- 3) To determine attributes of the health facilities that they deliver in and which of the attributes they deem important
- 4) Possible attribute levels of the attributes identified

Logistical arrangements

I would like to go over a few logistical arrangements before we begin the interview:

My names are Jackline Aridi and I am registered as a PhD student at Strathmore University's Institute of Healthcare Management. The interview will last approximately 30 minutes. I have obtained Ethical clearance to conduct this research from Strathmore University's Institutional Review Board and permission to conduct research within Nairobi County from the National Science and Technology Research Institute (NACOSTI)

Everything we discuss during this interview will be kept in strict confidence and your real name will not appear in any of our results. As such, please make every effort to be open and honest when responding to the questions. If at any time you feel uncomfortable and want to stop the interview, please feel free to. I will provide you with a consent form which you will read and sign if you find it agreeable with you. For data capture purposes, this interview will be recorded using a mobile phone device.

Sociodemographic characteristics of healthcare workers.

Characteristic	
Age in years	
20-29	
30-39	
40-49	
50+	
Marital Status	
Single	
Married	
Divorced /Widowed	
Years of Work Experience	
0-4	
5-9	
10-15	
15+	
Type of Health Facility	
Public Health Centre	
Private Health Centre	
Referral Hospital	

Maternity	
Other	

Questions for women, healthcare workers and policy makers

Key questions	Probes
1. Birthing Experience- What are the things that make for a good birthing experience?	<p>Describe your dream birthing experience.</p> <p>Who do you think needs to be present?</p> <p>What do you think needs to be present?</p> <p>What do you think are worries or concerns of the mothers?</p> <p>Are there cultural traditions that need to be followed judiciously?</p> <p>What makes a mother feel safe during the process?</p> <p>What would absolutely make it a bad experience?</p>
2. Place to deliver- How did mothers and their families decide where to deliver?	<p>Facility staff</p> <p>What are the hours of operation of the maternity ward?</p> <p>How many staff are working in your maternity ward?</p> <p>Is there electricity and water at your facility at all times? If not, explain</p> <p>Do you have a placenta pit?</p> <p>Are staff trained in: Newborn resuscitation?</p> <p>Emergency obstetric care? (placing IVs and dispensing Misoprostol for haemorrhage)</p> <p>Is your services completely free? Or do patients have to pay for some supplies (ex. gloves), use of an equipment, etc.?</p> <p>Is there periodic upgrade in capacity for maternity staff? When was the last upgrade and how many staff participated?</p>

	<p>Do you feel that mothers in your area deliver at your health centre if available? If not, where do they deliver? Why?</p> <p>Are mothers treated nicely and with respect? Give examples.</p> <p>Who do you think is involved in the decision making process as to where a mother delivers?</p> <p>Community leaders/Fathers:</p> <p>What are the options for places to deliver?</p> <p>Who were involved in the decision making process as to where to deliver?</p> <p>Are you usually involved in deciding where to deliver? If so, what did you have to consider in making that decision? (cost, distance, risks, benefits)</p> <p>What makes the delivery place a good or bad experience? Were you treated nicely and with respect? Give examples</p>
<p>3. Recommendation to friends- What would you tell your friends about where they should deliver and why</p>	<p>Is it culturally appropriate to share your family's birthing experiences with your friends?</p> <p>Does your opinion have an impact on where your friends deliver their babies?</p> <p>Community leaders: Do you recommend/suggest pregnant mothers to deliver at certain places?</p> <p>Fathers: Does the Chief/leaders in your community recommend/suggest that your family deliver at certain places?</p> <p>Community leaders: If you hear something negative about a place to deliver, does it affect where you would recommend/suggest a family to deliver?</p> <p>Fathers: If you hear something negative about a place to deliver, does it affect where your family choose to deliver?</p>

Attribute Level development Questions

1. What do you think women accessing services from the health facilities where you work value most when they go to the facility for delivery?
2. What do you think is the most important characteristic of the health facility for women when they go to deliver?
 - a. Probe (*cost of delivery services, distance to facility, equipment and supplies, attitude of healthcare worker, qualifications of health care workers*)
3. What do you think are barriers to health facilities from providing good quality delivery services?
 - a. What do you think health facility in charges should do to promote good facility based experiences for delivery services for women?
4. What is your opinion on the current free maternal health services policy under implementation since 2013? Is it encouraging utilization of health facilities for delivery services?
5. What do you think are the challenges that the Government and policy makers experiencing with respect to health policies concerned with delivery services in public health facilities? Private facilities? Tertiary facilities? And what should they do about the challenges?
6. What specific health policies do you think the Government should promote to improve access to high quality delivery services in public and private health facilities? Probe (*free ANC, increase access through NHIF, early focused ANC?*)