

Why women die after reaching the hospital: a qualitative critical incident analysis of the "third delay" in post-conflict northern Uganda.

Guiding questions for the CIT and KI interviews

Introduction

1. The interviewer introduces self and thanks the participant(s) for sparing time for the interview
2. Introduce the study – brief background and objectives of the study. Describe clearly the research and the role of the participants, the commitment involved, any foreseeable risks, and expected benefits.
3. Get verbal consent- ask whether the participant has understood the study and willing to give consent. "Do you need further clarification? If no, do you accept to participate in this study?" If the participant answers "yes", then proceed as below
4. Getting to know the interviewee – name and relationship with the deceased (if applicable).
5. Personal and demographic data
6. Background information about the family

Body

1. The four guiding questions:
 - i. when did (name of the woman or you) start having labour pains or feeling unwell?
 - ii. where did she (or you) go to?
 - iii. how did she (or you) reach there and how long did she (or you) take?
 - iv. what happened on arrival at the facility?
2. Allow the interviewee(s) to speak about the event as much as possible.
3. Return to the beginning of the story and ask follow-up and probing questions in order to make clarifications.

Specific questions

Depending on the specific event and interviewee, ask the following questions:

1. Past obstetric history

2. Previous similar experiences
3. Culture, beliefs and choice of health-seeking behaviours

Additional questions for facility in-charges:

1. What is your evaluation of the quality of emergency obstetrics and new born care (EmONC) services in this facility?
2. What is your evaluation of the ability of the healthcare professionals in this facility to manage obstetric emergencies?
3. What is your evaluation of the obstetric referral system?
4. To what extent are the people in this sub-region satisfied with the maternal healthcare system?

End

1. Any future resolutions and recommendations- what do you think can be done to reduce or prevent delay within the health facilities and, generally, improve maternal and new born outcomes in this facility and the region at large?
2. Revisit the answers of some questions to make clarifications and member checking where necessary.
3. Thank Interviewees for their full participation and help.