|  |
| --- |
| **MOTHER AND CHILD SURVEY** |
| INTERVIEWER :  **└─┴─┴─┘**SUPERVISOR :  **└─┴─┴─┘** | CONFIDENTIAL  | **FACILITY ID** └─┴─┴─┘ └─┴─┘ |

HEALTH FACILITY BOOK

***Respondent is someone who is in charge of the data in the health facility***

***Respondent is someone who helps deliver babies. This could be the same person as above, or a different person***

***Note: This survey instrument was used to collect data digitally, using a Computer Assisted Interviewing software. Hence, there are differences in the organization and flow of the questionnaire as presented below, and as it appeared in the digital version to the data collectors.***

|  |  |
| --- | --- |
| **COV1.** Name of Health Facility |   |
| **COV2.** Type of Health Facility | 1 Dispensary2 Other (specify) |  |

# **SECTION LP1. CONSENT FORM**

|  |  |
| --- | --- |
|  | **HEAD OF FACILITY** |
| **IR01.** | Name of Respondent | 1a Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  |
| **IR02.** | Position at Health Facility | 01. Medical Doctor / Medical Officer02. Assistant Medical Officer03. Clinical Officer / Medical Assistant04. Clinical Assistant05. Registered Nurse 06. Enrolled Nurse07. Auxiliary Nurse / Assistant Nurse08. Comprehensive Midwife-nurse (Enrolled and Registered)09. Registered Midwife10. Enrolled Midwife11. Health Assistant | 12. Dentist / Dentist Assistant13. Laboratory Technician / Technologist14. Laboratory Assistant / Attendant15. Pharmacist / Dispenser16. Facility Administrator17. Accountant18. Records Clerk19. Cleaner / Sweeper / etc20. Medical intern95. Others\_\_\_\_\_\_\_\_\_\_  |
| **IR03.** | PHONE NUMBER | A. Landline.└─┴─┴─┴─┘.└─┴─┴─┴─┴─┴─┴─┴─┘ B. Mobile Phone└─┴─┴─┴─┴─┴─┴─┴─┴─┴─┴─┴─┴─┘W. NONE |

**READ TO THE HEAD OF DISPENSARY OR THE PERSON IN CHARGE FACILITY ID** └─┴─┴─┘

|  |
| --- |
| **CONSENT FORM TO PARTICIPATE IN A NON-BIOMEDICAL RESEARCH - MOTHER AND CHILD HEALTH SURVEY IN HEALTH FACILITIES IN TANZANIA** |
| **Introduction**My name is \_\_\_\_\_\_\_\_\_\_\_\_\_, from Innovations for Poverty Action (IPA). We are doing a study called the Transparency for Development project with researchers from Harvard University, Results for Development Institute, and University of Washington in the United States. **What is the purpose of this research?**The purpose of this research is to learn about maternal and under-2 child health in the communities served by this health facility. The survey covers infrastructure, equipment, drugs, human resources, consultations, and financial information. We would be very grateful if you would provide us with the relevant information or point us to your colleagues who are responsible for these activities. The questions usually take about 2 hours. Your health facility was selected to be part of this study and the information you provide may be shared with members of your community. **Participation is voluntary**You don't have to respond to the survey, but we hope you will agree to answer the questions since your views and the experience of this facility are important. If I ask you any question you don't want to answer, just let me know and I will go on to the next question or you can stop the interview at any time. Refusal to participate or stopping your participation will involve no penalty to you or this facility.**Confidentiality and Risks**We will take measures to keep all personal information collected confidential. Although we may ask the names of respondents, we will remove your name from the answers and give it a code, but there is a chance that someone could find out your information. We will take every precaution to prevent this from happening, and your name will not be listed in any report that comes out of the survey. **Risks**We do not anticipate that this study exposes you to any physical or psychological risks other than those you may encounter in everyday life.**Compensation****Are there any benefits from being in this research study?** There are no direct benefits to you from taking part in this research. However, the results of this study may be used to help to improve maternal and child health in the communities this facility serves. **Questions or Concerns**If you have questions, concerns or complaints, the survey director for this study is \_\_\_\_\_\_\_\_\_\_\_\_\_, who can be reached at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Do you give consent to participate in this study? 1. Yes 2. No |

# SECTION LK. LOCATION INFORMATION

|  |  |  |
| --- | --- | --- |
| **01.** Region (Preprinted based on facility ID) |   | Code: └─┴─┘ |
| **02.** District (Preprinted) |   | Code: └─┴─┘ |
| **03.** Ward (Preprinted) |   | Code: └─┴─┴─┘ |
| **04.** Village (Preprinted) |   | Code: └─┴─┴─┘ |
| **05.** Address (WRITE STREET NAME, NAME OF ALLEY, HOUSE NUMBER, VILLAGE)  |     |
| **06.** Notes on location (RECORD BUILDING, OTHER LANDMARK NEAR THE FACILITY/ON THE SAME ROAD, SUCH AS: MOSQUE, SCHOOL, CHURCH, OR OTHER BUILDING)  |      |
| **07.** Phone number | A. Landline : └─┴─┴─┴─┘-└─┴─┴─┴─┴─┴─┴─┴─┘ W. NOT APPLICABLE Y. DO NOT KNOWB. Mobile phone : └─┴─┴─┴─┘-└─┴─┴─┴─┴─┴─┴─┴─┘ , Owner:  |
| **08**. GPS COORDINATES **(1st measure)**  | a. LATITUDE **:** └─┘└─┴─┴─┘º └─┴─┘,└─┴─┴─┘’b. LONGITUDE **:** └─┘└─┴─┴─┘º └─┴─┘,└─┴─┴─┘’ | c. ELEVATION **:** └─┘.└─┴─┴─┘ METER DPLd. ACCURACY **:** └─┘METER |
| **09**. GPS COORDINATES **(2nd measure)** | a. LATITUDE **:** └─┘└─┴─┴─┘º └─┴─┘,└─┴─┴─┘’b. LONGITUDE **:** └─┘└─┴─┴─┘º └─┴─┘,└─┴─┴─┘’ | c. ELEVATION **:** └─┘.└─┴─┴─┘ METER DPLd. ACCURACY **:** └─┘METER |

# SECTION KF. FACILITY CHARACTERISTICS

**FOR THE FOLLOWING QUESTIONS, PLEASE GET THE OFFICIAL LIST OF VILLAGES IN THE CATCHMENT AREA OF THIS FACILITY AND THE TOTAL POPULATION. USUALLY, THIS INFORMATION IS POSTED IN THE FACILITY.**

|  |  |  |
| --- | --- | --- |
| **01.** | Unit of catchment area**NOTE: IF ALL SUB-VILLAGE IN ONE VILLAGE IS COVERED, CIRCLE VILLAGE**  | 1. Village 2. Sub-village  |
| **02.** | Number of village/sub-village in the catchment area of this facility **INTERVIEWER’S NOTE: RECORD THE VILLAGES’ NAME IN KF04A**  | 1. └─┴─┘ Village 2. └─┴─┘ Sub-village  |
| **03.** | Information Source  |  DOCUMENT, specify  |

**INTERVIEWER’S NOTE: RECORD THE NAME OF VILLAGES IN THE CATCHMENT AREA OF THIS FACILITY IN KF04A**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **04a** | **04b** | **04c** |
| **Name of Village** | **Village location** (Region/District/Ward/Village)  | **Total Population** |
| 1. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ | └─┴─┴─┘.└─┴─┴─┘persons1. DOCUMENT 2. ESTIMATION |
| 2. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ | └─┴─┴─┘.└─┴─┴─┘ persons1. DOCUMENT 2. ESTIMATION |
| 3. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ | └─┴─┴─┘.└─┴─┴─┘ persons1. DOCUMENT 2. ESTIMATION |
| 4. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ | └─┴─┴─┘.└─┴─┴─┘ persons1. DOCUMENT 2. ESTIMATION |
| 5. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ | └─┴─┴─┘.└─┴─┴─┘ persons1. DOCUMENT 2. ESTIMATION |
| 6. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ | └─┴─┴─┘.└─┴─┴─┘ persons1. DOCUMENT 2. ESTIMATION |
| 7. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ | └─┴─┴─┘.└─┴─┴─┘ persons1. DOCUMENT 2. ESTIMATION |
| 8. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ | └─┴─┴─┘.└─┴─┴─┘ persons1. DOCUMENT 2. ESTIMATION |
| 9. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ | └─┴─┴─┘.└─┴─┴─┘ persons1. DOCUMENT 2. ESTIMATION |

|  |  |  |
| --- | --- | --- |
| **05.** | Have patients from other villages outside the facility catchment area come to this dispensary **for antenatal care, to give birth, and/or for postnatal care or vaccinations** in the past 1 year? If yes, please specify the names of the villages **(RECORD IN 07a)****NOTE: UNIT REFERS TO QUESTION 01. ASK WITHOUT LOOKING AT DOCUMENT (JUST BASED ON ESTIMATION)**  | 1. Yes 2. No **🡺 08**  |
| **06.** | What are the main reasons that patients come here from outside of the catchment area, instead of visiting the clinic in their catchment area? | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**INTERVIEWER’S NOTE: RECORD THE NAME OF THE VILLAGES/SUB-VILLAGES OF THE PATIENTS OUTSIDE THE OFFICIAL FACILITY CATCHMENT AREA WHO VISIT THIS FACILITY FOR ANC, BIRTH, POSTNATAL CARE/VACCINATION IN THE PAST 1 YEAR IN KF07A**

|  |  |  |
| --- | --- | --- |
|  | **07a** | **07b** |
|  | **Name of Vilage** | **Village location** (Region/District/Ward/Village)  |
| 1. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ |
| 2. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ |
| 3. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ |
| 4. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ |
| 5. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ |
| 6. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ |
| 7. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ |
| 8. |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ |
| 9 |  | └─┴─┘└─┴─┘└─┴─┴─┘└─┴─┴─┘ |

|  |  |  |
| --- | --- | --- |
| **08.** | Are there other facilities that provide MNH services that serve this catchment area? These facilities could be any type (government, NGO, faith-based, private, etc.) | 1. Yes 2. No **🡺 10**98. Don’t Know **🡺 10**  |
| **09.** | Which type(s) of facility?  **(SELECT ALL THAT APPLY)**  | 1. Hospital (Private for profit)2. Hospital (Faith-based)3. Hospital (Public/government)4. Hospital (Other non-profit/NGO)5. Health Center (Private for profit)6. Health Center (Faith-based)7. Health Center (Public/Government)8. Health Center (Other non-profit/NGO)9. Dispensary (Private For Profit)10. Dispensary (Faith-based)11. Dispensary (Public/Government)12. Dispensary (Other non-profit/NGO)95. OTHER (SPECIFY) |

**Now I’d like to ask you information regarding the operational hours of this facility**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **10.** | Which days and hours does this facility usually provide regular service (not including emergency and in-patient service)? **(CIRCLE THE LETTER OF OPERATION DAY AND RECORD THE OPERATIONAL HOURS)** |  | **A. Day** | **B. Service Start time** | **C. Service End time** |
| A. | Monday | └─┴─┘:└─┴─┘ | └─┴─┘:└─┴─┘ |
| B. | Tuesday | └─┴─┘:└─┴─┘ | └─┴─┘:└─┴─┘ |
| C. | Wed | └─┴─┘:└─┴─┘ | └─┴─┘:└─┴─┘ |
| D. | Thursday | └─┴─┘:└─┴─┘ | └─┴─┘:└─┴─┘ |
| E. | Friday | └─┴─┘:└─┴─┘ | └─┴─┘:└─┴─┘ |
| F. | Saturday | └─┴─┘:└─┴─┘ | └─┴─┘:└─┴─┘ |
| G. | Sunday | └─┴─┘:└─┴─┘ | └─┴─┘:└─┴─┘ |
| **11.** | Are the operational hours posted publically at the facility?**(IF YES – VERIFY)** | 1. Yes2. No |
| **12.** | Is there contact information for after hours care posted publicly at the facility?**(IF YES – VERIFY)** | 1. Yes2. No6. Not Applicable (facility open 24 hours a day) |
| **13.** | May I see the facility register that records the number of outpatient visit in this facility? | 1. Yes2. No (Reason)  |

|  |  |
| --- | --- |
| **14.** | About how many outpatient visits **per month** does this facility have on average?(Enter information from the facility register where outpatient visits are recorded. If respondent says the register is not true, still record what is written on the register.) |
| **A** | Current month**(RECORD THE NUMBER OF OUTPATIENT VISITS UP UNTIL TODAY)** | └─┴─┴─┘└─┴─┴─┘ | 1. Document 2. Estimation |
| **B** | Previous month / \_\_\_\_\_\_\_ | └─┴─┴─┘└─┴─┴─┘ | 1. Document 2. Estimation |
| **C** | 2 months ago / \_\_\_\_\_\_\_ | └─┴─┴─┘└─┴─┴─┘ | 1. Document 2. Estimation |
| **D** | 3 months ago / \_\_\_\_\_\_\_ | └─┴─┴─┘└─┴─┴─┘ | 1. Document 2. Estimation |
| **E** | 4 months ago / \_\_\_\_\_\_\_ | └─┴─┴─┘└─┴─┴─┘ | 1. Document 2. Estimation |
| **F** | 5 months ago / \_\_\_\_\_\_\_ | └─┴─┴─┘└─┴─┴─┘ | 1. Document 2. Estimation |
| **G** | 6 months ago / \_\_\_\_\_\_\_ | └─┴─┴─┘└─┴─┴─┘ | 1. Document 2. Estimation |
| **H** | 7 months ago / \_\_\_\_\_\_\_ | └─┴─┴─┘└─┴─┴─┘ | 1. Document 2. Estimation |
| **I** | 8 months ago / \_\_\_\_\_\_\_ | └─┴─┴─┘└─┴─┴─┘ | 1. Document 2. Estimation |
| **J** | 9 months ago / \_\_\_\_\_\_\_ | └─┴─┴─┘└─┴─┴─┘ | 1. Document 2. Estimation |
| **K** | 10 months ago /\_\_\_\_\_\_\_ | └─┴─┴─┘└─┴─┴─┘ | 1. Document 2. Estimation |
| **L** | 11 months ago /\_\_\_\_\_\_\_ | └─┴─┴─┘└─┴─┴─┘ | 1. Document 2. Estimation |
| **M** | 12 months ago /\_\_\_\_\_\_\_ | └─┴─┴─┘└─┴─┴─┘ | 1. Document 2. Estimation |

# SECTION CK. BIRTH DELIVERY RECORD

|  |  |  |
| --- | --- | --- |
| 01. | Does this facility handle deliveries?  | 1. Yes **-> 03**2. No |
| 02. | What are the names of the facilities where women who receive ANC at this facility are directed for deliveries?**IF 01 is NO, SKIP TO NEXT SECTION AFTER RECORDING THE RESPONSE TO THIS QUESTION.** |  |
| 03.  | Health facility target births per month(Please record the official number of targeted births per month; this is normally displayed on a wall of the facility) |  |
| 04.  | May I see the facility register where births are recorded? | 1. Yes **-> 07**2. No |
| 05.  | About how many LIVE births per year does this facility have on average? |  |
| 06.  | About how many STILL births per year does this facility have on average?**IF 04 IS NO, SKIP TO NEXT SECTION AFTER RECORDING THE RESPONSE TO THIS QUESTION** |  |

**INTERVIEWER’S NOTE: IN THE TABLE BELOW, PLEASE REFER TO THE FACILITY REGISTER AND RECORD THE NUMBER OF DELIVERIES IN THE FACILITY FOR EACH MONTH FOR THE PAST 1 YEAR, BEGIN BY RECORDING THE TOTAL NUMBER OF LIVE BIRTH IN THE CURRENT MONTH (07). ON THE NEXT LINE, PLEASE RECORD THE TOTAL NUMBER OF LIVE BIRTH IN THE PREVIOUS MONTH. FOR EXAMPLE, IF TODAYS DATE IS NOVEMBER 15, RECORD THE NUMBER OF BIRTH BETWEEN 1 NOV AND 15 NOV FOR LINE ONE, AND THE TOTAL LIVE BIRTH BETWEEN 1 OCT AND 31 OCT FOR LINE TWO.**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **TYPE** | **07** | **08** | **09** | **10** |
| **Total number of live birth only in this facility** | **Total number of stillbirth, both macerated and fresh, only in this facility** | **Total number of live birth in the catchment area**  | **Total number of stillbirth, both macerated and fresh, in the catchment area** |
| **A** | Current month**(RECORD THE TOTAL NUMBER OF DELIVERY UP UNTIL TODAY)** | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1.└─┴─┴─┘6. NO DELIVERY UNIT |  |  |
| **B** | Previous month /\_\_\_\_\_\_\_\_\_ | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1. └─┴─┴─┘3. Same as the facility6. No data | 1. └─┴─┴─┘3. Same as the facility6. No data |
| **C** | 2 months ago/\_\_\_\_\_\_\_\_\_ | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1. └─┴─┴─┘3. Same as the facility6. No data | 1. └─┴─┴─┘3. Same as the facility6. No data |
| **D** | 3 months ago /\_\_\_\_\_\_\_\_\_ | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1. └─┴─┴─┘3. Same as the facility6. No data | 1. └─┴─┴─┘3. Same as the facility6. No data |
| **E** | 4 months ago /\_\_\_\_\_\_\_\_\_ | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1. └─┴─┴─┘3. Same as the facility6. No data | 1. └─┴─┴─┘3. Same as the facility6. No data |
| **F** | 5 months ago /\_\_\_\_\_\_\_\_\_ | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1. └─┴─┴─┘3. Same as the facility6. No data | 1. └─┴─┴─┘3. Same as the facility6. No data |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **G** | 6 months ago /\_\_\_\_\_\_\_\_\_ | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1. └─┴─┴─┘3. Same as the facility6. No data | 1. └─┴─┴─┘3. Same as the facility6. No data |
| **H** | 7 months ago /\_\_\_\_\_\_\_\_\_ | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1. └─┴─┴─┘3. Same as the facility6. No data | 1. └─┴─┴─┘3. Same as the facility6. No data |
| **I** | 8 months ago /\_\_\_\_\_\_\_\_\_ | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1. └─┴─┴─┘3. Same as the facility6. No data | 1. └─┴─┴─┘3. Same as the facility6. No data |
| **J.** | 9 months ago /\_\_\_\_\_\_\_\_\_ | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1. └─┴─┴─┘3. Same as the facility6. No data | 1. └─┴─┴─┘3. Same as the facility6. No data |
| **K.** | 10 months ago /\_\_\_\_\_\_\_\_\_ | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1. └─┴─┴─┘3. Same as the facility6. No data | 1. └─┴─┴─┘3. Same as the facility6. No data |
| **L.** | 11 months ago /\_\_\_\_\_\_\_\_\_ | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1. └─┴─┴─┘3. Same as the facility6. No data | 1. └─┴─┴─┘3. Same as the facility6. No data |
| **M.** | 12 months ago /\_\_\_\_\_\_\_\_\_ | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1.└─┴─┴─┘6. NO DELIVERY UNIT | 1. └─┴─┴─┘3. Same as the facility6. No data | 1. └─┴─┴─┘3. Same as the facility6. No data  |

# SECTION SD. HUMAN RESOURCES

**Now I’d like to ask about the number of staff in this facility and the number of vacant positions**

|  |  |  |
| --- | --- | --- |
| **01.** | What is the total number of paid medical workers who are supposed to work at this facility? |  |
| **02.**  | What is the total number of paid medical staff who work at this facility? |  |
| **03.** | What is the total number of volunteers who work at this facility? |  |
| **04.** | Are there any positions for paid medical staff which are unfilled (vacant)? |  |
| **05.** | How many positions for paid medical staff are unfilled (vacant)? |  |

**Please record all the medical staff (paid and volunteer)**

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **06** |  | **07** | **08** | **09** | **10** | **11** | **12** | **13** |
| **NAME OF STAFF**  | No. | **What is the position of [...]?****(RECORD CODE FROM BELOW)** | **Gender** | **Does (….) deliver babies?** | **Is this person paid staff or a volunteer?**  | **Is this person at the facility today?** | **Why is […] not present at the facility today?** | **Is […] provided free housing?** |
|  | 01 |  | 1 2 | 1. Yes 2. No |   | 1. Yes **🡪 13**2. No  |  | 1. Yes 2. No |
|  | 02 |  | 1 2 | 1. Yes 2. No |   | 1. Yes **🡪 13**2. No |  | 1. Yes 2. No |
|  | 03 |  | 1 2 | 1. Yes 2. No |   | 1. Yes **🡪 13**2. No |  | 1. Yes 2. No |
|  | 04 |  | 1 2 | 1. Yes 2. No |   | 1. Yes **🡪 13**2. No |  | 1. Yes 2. No |
|  | 05 |  | 1 2 | 1. Yes 2. No |   | 1. Yes **🡪 13**2. No |  | 1. Yes 2. No |
|  | 06 |  | 1 2 | 1. Yes 2. No |   | 1. Yes **🡪 13**2. No |  | 1. Yes 2. No |
|  | 07 |  | 1 2 | 1. Yes 2. No |  | 1. Yes **🡪 13**2. No |  | 1. Yes 2. No |

|  |  |  |  |
| --- | --- | --- | --- |
| **Code 06** | **07** | **09** | **11** |
| 01. Medical Doctor / Medical Officer02. Assistant Medical Officer03. Clinical Officer / Medical Assistant04. Clinical Assistant05. Registered Nurse 06. Enrolled Nurse | 07. Auxiliary Nurse / Assistant Nurse08. Comprehensive Midwife-nurse (Enrolled and Registered)09. Registered Midwife10. Enrolled Midwife11. Health Assistant12. Dentist / Dentist Assistant13. Laboratory Technician / Technologist  | 14. Laboratory Assistant / Attendant15. Pharmacist / Dispenser16. Facility Administrator17. Accountant18. Records Clerk19. Cleaner / Sweeper / etc20. Medical intern95. Others\_\_\_\_\_\_\_\_\_\_  | 1. Male2. Female | 1. Paid Staff2. Volunteer3. Unpaid intern95. Other, specify | (1)Sick,(2)Conducting outreach,(3)At MOHSW,(4)Being trained,(5)At workshop,(6)Picking up salary,(7)Picking up drugs/supplies,(8)Working at another job,(9)Study leave,(10)Annual/maternity leave,(11)Off-duty/night duty,(12)Studying/exams,(13)Personal emergency,(14)Volunteer,(15)Visiting a patient at home,(16)On duty at another facility,(-96)OTHER (SPECIFY),(-99)DON'T KNOW |

# SECTION AMKP. FACILITY INFRASTRUCTURE AND AMENITIES

Now I’m going to ask about the availability of power and water in this facility

|  |
| --- |
| Power Supply |
| 01 | Is the facility connected to the main electricity grid? | 1. Yes2. No **-> 03** |
| 02 | During the past 7 days, was electricity (excluding any back-up generator) available during the times when the facility was open for services, or was it ever interrupted for more than 2 hours at a time? | 1. Always available2. Sometimes interrupted |
| 03 | Does this facility have other sources of electricity, such as a generator or solar system? | 1. Yes2. No other source **🡪 08** |
| 04 | What other sources of electricity does this facility have? (probe for answers and select all that apply) | A. Fuel-operated generatorB. Battery operated generatorC. Solar panelD. GasV. Other (specify) |
| 05 | Is the generator functional? (**Skip if 04 is NOT A or B)** | 1. Yes2. No |
| 06 | Is fuel (or a charged battery) available today for the generator? (**Skip if 04 is NOT A or B)** | 1. Yes2. No |
| 07 | Is the solar panel functional? (**Skip if 04 is NOT C)** | 1. Yes2. No |
| 08 | When you have power, for what purpose is it used? | A. LightingB. Vaccine fridgeC. Water pumpD. Delivery roomV. Other, specify |

|  |
| --- |
| Water Source |
| 09 | What is the most commonly used source of water for the facility at this time?*OBSERVE THAT WATER IS AVAILABLE FROM SOURCE OR IN THE FACILITY ON THE DAY OF THE VISIT. E.G., CHECK THAT THE PIPE IS FUNCTIONING.* | 1 Piped into facility2 Piped to yard/plot3. Piped to neighbor4 Public tap/standpipe5 Tubewell/borehole6 Protected dug well7 Unprotected dug well8 Protected Spring9 Unprotected Spring10 Rainwater11 Tanker truck12 Cart with small tank13 Surface water (river/dam/lake/pond/stream/ canal/ Irrigation channel)95 Other (specify)98 Don't Know0 No water source |
| 10 | Is the water outlet from this source available onsite, within 500 meters of the facility, or beyond 500 meters of the facility? | 1. Onsite2. Within 500M of facility3. Beyond 500M of facility |
| 11 | Is there routinely a time of year when the facility has a severe shortage or lack of water? | 1. Yes2. No **-> 13** |
| 12 | How long is that period of severe shortage or lack of water? | **└─┴─┘****Unit: 1.Day 2. Month** |

|  |
| --- |
| **Communication** |
| 13 | Does this facility have any type of telephone (land or mobile) that is available to call outside at all times client services are offered? | 1. Yes2. No **🡪 16** |
| 14 | May I see the telephone? | 1. Observed2. Reported not seen |
| 15 | Is it functioning?***ACCEPT REPORTED RESPONSE*** | 1. Yes2. No |
| 16 | Does this facility have a short-wave radio for radio calls? | 1. Yes2. No **🡪 19** |
| 17 | May I see the short-wave radio? | 1. Observed2. Reported not seen |
| 18 | Is it functioning?***ACCEPT REPORTED RESPONSE*** | 1. Yes2. No |

|  |  |
| --- | --- |
|  | Computer and Internet |
| 19 | Does this facility have a computer? | 1. Yes2. No **🡪 22** |
| 20 | May I see the computer? | 1. Observed2. Reported not seen |
| 21 | Is it functioning?***ACCEPT REPORTED RESPONSE*** | 1. Yes2. No |
| 22 | Is there access to email or internet via computer and/or mobile phone within the facility? | 1. Yes2. No **-> 24** |
| 23 | Is the email or internet routinely available for at least 2 hours on days that client services are offered? | 1. Yes2. No |

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| --- |
| **Transport for Emergencies** |
| 24 | Does this facility have a functional ambulance or other vehicle for emergency transportation for clients that is **stationed at this facility** and that operates from this facility? | 1. Yes2. No **🡪 27** |
| 25 | May I see the ambulance (or other vehicle)? | 1. Observed2. Reported not seen |
| 26 | Is fuel for the ambulance/vehicle available today?***ACCEPT REPORTED RESPONSE*** | 1. Yes2. No98. Don’t know |
| 27 | Does the facility have access to an ambulance or other vehicle for emergency transportation for clients that is **stationed at another facility** or that operates from another facility? | 1. Yes2. No  |

**INTERVIEWER’S NOTE: ASK FOR PERMISSION FROM THE PERSON IN CHARGE TO OBSERVE THE DELIVERY ROOM AND TOILET IN THIS HEALTH FACILITY**

**Now we’d like to ask permission to observe the delivery room and toilet**

|  |  |  |
| --- | --- | --- |
|  | **FACILITY CONDITION** | **ANSWER** |
| 28 | Is there a specific room for deliveries? | Yes………………………………..1 **🡺 30**No ………………………………..2 |
| 29 | If no, where do deliveries usually take place? **OPEN RESPONSE** | 1. In other health facility\_\_\_\_\_\_\_**🡺 SECTION PI**2. In this facility, not in a specified delivery room \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **30** | PRIVACY LEVEL OF THE DELIVERY ROOM**(DO NOT READ QUESTION AND ANSWER CHOICES)****(IF THERE ARE MULTIPLE DELIVERY ROOMS, OBSERVE ALL DELIVERY ROOMS. THEN, RECORD THE “*HIGHEST* QUALITY OPTION”)** | 01. PRIVATE ROOM – ONE BED PER ROOM LOCATED IN A LOW PUBLIC ACCESS AREA (AUDITORY AND VISUAL PRIVACY)02. SEMI PRIVATE ROOM – ONE BED PER ROOM BUT LOCATED IN A HIGH PUBLIC ACCESS AREA (VISUAL PRIVACY, LOW AUDITORY PRIVACY) 03. MULTIPLE BEDS IN THE ROOM, BUT WITH SOME PARTITION (VISUAL PRIVACY)04. MULTIPLE BEDS IN A ROOM WITH NO PARTITION95. OTHERS (SPECIFY) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_96. NO DESIGNATED DELIVERY ROOM |
| 31 | Total number of designated delivery beds available at the facility | **└─┴─┘**Designated delivery bed  |

|  |  |  |
| --- | --- | --- |
|  | **FACILITY CONDITION** | **ANSWER** |
| 32 | If the number of women who come to deliver outnumber the number of designated delivery beds, where would a woman give birth? **(CIRCLE ALL THAT APPLY)** | A. Outpatient treatment bedB. Emergency room bed C. Extra bed in the delivery roomD. Consultation Room (ANC/PNC) bedE. Referred to a different facilityV. Other\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Y. DO NOT KNOW |
| 33 | Is there a maternity home or resting place for women to wait near the health facility to give birth? | 1. Yes2. No |

|  |  |
| --- | --- |
| 34 | **DELIVERY ROOM OBSERVATION** **(IF THERE ARE MULTIPLE DELIVERY ROOMS, OBSERVE ALL DELIVERY ROOMS. THEN, RECORD THE “*LOWEST* QUALITY OPTION”)** |
| **a.** | BED  | 1. DELIVERY BED IS CLEAN (NO BLOOD, FLUIDS, DIRT VISIBLE ON BED)
2. OBSERVED BLOOD ON BED
3. OBSERVED OTHER DIRT OR FLUIDS ON BEDS
 |
| **b.** | FLOOR | 1. FLOOR IS CLEAN (NO BLOOD, FLUIDS, DIRT VISIBLE ON FLOOR)
2. OBSERVED BLOOD ON FLOOR
3. OBSERVED OTHER DIRT OR FLUIDS ON FLOOR
 |
| **c.** | VENTILATION | 1. ROOM IS WELL VENTILATED (WINDOWS ARE LARGE AND CAN BE OPENED, GOOD AIR CIRCULATION)

2. POOR VENTILATION (CLOSED WINDOWS / NO WINDOWS)1. USING AC
 |
| **d.** | MEDICAL/BIOLOGICAL WASTE | 1. BIOLOGICAL/MEDICAL WASTE DISPOSAL IS AVAILABLE 2. BIOLOGICAL/MEDICAL WASTE DISPOSAL IS NOT AVAILABLE |
| **e.** | DUST AND MOLD  | 1. OBSERVED DUST OR MOLD IN THE ROOM2. NO DUST OR MOLD IS OBSERVED IN THE ROOM |

|  |  |  |
| --- | --- | --- |
| **35.** | How is placenta disposal handled at this facility?**(ONLY CIRCLE ONE ANSWER)** | 1. Put directly in the regular bin2. In a plastic bag, tied and put in the regular bin3. In a separate bin for the placenta4. In the placenta pit (outside of the facility)5. Given to family members to be brought home95. Other (specify)  |

**TOILET**

|  |  |  |
| --- | --- | --- |
| 36 | TYPE OF TOILET USED BY DELIVERY PATIENT**(ONLY CIRCLE ONE ANSWER)** | 1. FLUSH TO PIPED SEWER SYSTEM
2. FLUSH TO SEPTIC TANK
3. FLUSH TO PIT LATRINE
4. FLUSH TO SOMEWHERE ELSE
5. FLUSH, DON’T KNOW WHERE
6. VENTILATED IMPROVED PIT LATRINE
7. PIT LATRINE WITH SLAB (WASHABLE)
8. PIT LATRINE WITH SLAB (NOT WASHABLE)
9. PIT LATRINE WITHOUT SLAB/OPEN PIT
10. COMPOSTING TOILET
11. BUCKET TOILET
12. HANGING TOILET/HANGING LATRINE

95. OTHERS, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_96. NO TOILET (BROKEN/BUSH/FIELD/FOREST/ RIVER/BEACH) **🡺 39** |

|  |  |
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| 37**.** | OBSERVATION ON THE CLEANLINESS AND PRIVACY OF THE FACILITY TOILET**(IF THERE ARE MULTIPLE TOILETS, OBSERVE ALL TOILETS. THEN, RECORD THE “*LOWEST* QUALITY OPTION”)** |
| **a.** | WATER IS AVAILABLE TO FLUSH | 1. YES 2. NO |
| **b.** | WATER IS AVAILABLE TO WASH HANDS | 1. YES 2. NO |
| **c.** | SOAP IS AVAILABLE TO WASH HANDS | 1. YES 2. NO |
| **d.** | TOILET CLEANLINESS  | 1. TOILET IS CLEAN AND TIDY 2. TOILET IS SOMEWHAT CLEAN 3. TOILET FACILITY IS DIRTY |
| **e.** | PRIVACY | 1. HAS DOOR AND CAN BE LOCKED 2. HAS DOOR BUT CANNOT BE LOCKED 3. HAS NO DOOR |

|  |  |  |
| --- | --- | --- |
| 38 | TOILET ACCESS FROM THE DELIVERY ROOM**(ONLY CIRCLE ONE ANSWER)** | 1. INSIDE OR NEXT TO THE DELIVERY ROOM 2. INSIDE FACILITY/FAR FROM THE DELIVERY ROOM 3. OUTSIDE FACILITY  |

|  |  |  |
| --- | --- | --- |
|  | **COMMUNICATION** | **ANSWER** |
| 39 | Is a person skilled in conducting deliveries present at the facility or on call at all times (24 hours a day), including weekends, to provide delivery care? | 1. Yes2. No |
| **40** | How would a pregnant mother contact health staff if the facility is closed or staff member not present at the time?(**CIRCLE ALL THAT APPLY)** | A. Mobile phoneB. Send someone to the health staff’s houseC. The mother needs to travel to the health facility and ask the security/someone in the to contact the health staffD. Ask a community health worker or village staff to contact health staff V. Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_W. Health staff is always present |

# SECTION PI. COSTS AND SERVICES

**Now we’d like to ask about the costs and services for mothers and babies provided by this health facility.**

|  |
| --- |
| **01.** You mentioned that there were [**Preload** – CK02A+CK02B+CK03A+CK03B] births in this month and the previous month. How many of these births at this facility were…**?** |
| A. Paid for using insurance (CHF, NHIF, other) | \_\_\_\_\_\_\_\_\_\_\_\_\_ persons |
| B. Not paid for with insurance | \_\_\_\_\_\_\_\_\_\_\_\_\_ persons |
| V. Other (specify) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_\_ persons |
| W. Not applicable |  |

|  |  |  |
| --- | --- | --- |
| **02** | Which types of health insurance are accepted at the clinic? | A. CHFB. NHIFV. Other, specify \_\_\_\_\_ |
| **03.** | Are there charges for registration as a new patient at this dispensary? | 1. Yes 2. No 🡺 **05** |
| **04.** | How much are the charges? | TSH.└─┴─┴─┘.└─┴─┴─┘ |
| **05.** | How much would a regular patient of this dispensary’s catchment area pay for the following services?**(ASK FOR ESTIMATION OF THE TOTAL COST IF THERE ARE DIFFERENT PRICES FOR PATIENTS FROM WITHIN THE DISPENSARY JURISDICTION AREA AND PATIENTS FROM OUTSIDE THE DISPENSARY JURISDICTION, RECORD THE PRICES FOR PATIENTS FROM WITHIN THE DISPENSARY JURISDICTION AREA.)** | a. Antenatal care (1x visit) TSH.└─┴─┘.└─┴─┴─┘.└─┴─┴─┘ b. Laboratory test related to antenatal TSH.└─┴─┘.└─┴─┴─┘.└─┴─┴─┘c. Normal delivery (**SKIP IF CK02 ALL PARTS=6)** TSH.└─┴─┘.└─┴─┴─┘.└─┴─┴─┘ d. Postnatal ( 1x visit after leaving the delivery room) TSH.└─┴─┘.└─┴─┴─┘.└─┴─┴─┘e. Laboratory test related to postnatal TSH.└─┴─┘.└─┴─┴─┘.└─┴─┴─┘ |
| **06.** | Is information about delivery cost of services posted publicly?**(IF YES – VERIFY)** | 1. Yes 2. No6. Not Applicable (no delivery unit) |
| **06a.** | Is information about other cost of services posted publicly?**(IF YES – VERIFY)** | 1. Yes 2. No |
| **07.** | Has there been any new initiatives/strategies to increase the number of mothers who give birth in this health facility in the past 3 years? | 1. Yes 2. No 🡺 **09****6.** NO DELIVERY UNIT **-> 09** |
| **08.** | If yes, what are the initiatives/strategies?**(DO NOT READ ANSWER CHOICES – CIRCLE ALL THAT APPLY)**       | A. PARTNERSHIP BETWEEN TBAs AND THE DISPENSARYB. TRAINING/CERTIFICATION OF TBAs C. PICKING UP PATIENTS USING FACILITY AMBULANCED. IMPOSE SANCTIONS FOR MIDWIVES/DISPENSARY STAFF WHO HELP DELIVERY OUTSIDE THE FACILITYE. ROUTINE MEETING WITH VILLAGE OFFICIALS TO IDENTIFY ISSUES RELATED TO WOMEN GIVING BIRTH AT HOMEF. PROVIDING INCENTIVES TO COMMUNITY HEALTH VOLUNTEERS G. PROVIDING TRAINING TO COMMUNITY HEALTH VOLUNTEERSH. STATIONING A MIDWIFE IN EACH VILLAGEI. CREATING A MATERNITY HOME OR PROVIDING ROOMS FOR PATIENTS WHO ARE ABOUT TO GIVE BIRTH TO STAY IN OR NEARTHE FACILITY FOR A COUPLE OF DAYS BEFORE DELIVERYJ. CLASSES FOR PREGNANT MOTHERSK. PROVIDE INCENTIVES TO PEOPLE WHO HELP TRANSPORT PREGNANT WOMENTO DELIVER IN THE HEALTH FACILITYL. PROVIDE SOCIALIZATION/EDUCATION TO COMMUNITY MEMBERS ON THE IMPORTANCE OF GIVING BIRTH IN A HEALTH FACILITYM. CREATE A REGULATION REGARDING THE NUMBER OF PEOPLE WHO CAN ENTER THE DELIVERY ROOM TO PROVIDE PRIVACYN. PROVIDE MORAL/MENTAL/EMOTIONAL/SPIRITUAL SUPPORTV. OTHER (SPECIFY)  |

|  |  |  |
| --- | --- | --- |
| **08a.** | Does this dispensary have a partnership with TBAs to ensure they encourage women to deliver in the facility with a midwife?  | 1…………………….. Yes2…………………….. No |
| **08b.** | Are you aware of any programs or campaigns aimed at educating TBAs in the area, or convincing them to not deliver babies at home? These programs could have been undertaken by this health facility, an NGO, or by people of this village or nearby villages.  | 1…………………….. Yes2…………………….. No |

|  |  |  |
| --- | --- | --- |
| **09.** | Does this facility have a complaint management system, like a suggestion/complaint box? | 1. Yes 2. No 🡺 **11** |
| **10.** | What is the system?**(DO NOT READ ANSWER CHOICES – CIRCLE ALL THAT APPLY)** | A. PHONE NUMBER AVAILABLE PUBLICLYB. SUGGESTION BOXV. OTHERS,  |
| **11.** | Does this health facility conduct routine meetings with community members in the service area to improve the service quality of this facility? | 1. Yes 2. No 🡺 **14** |
| **12.** | How often have these community meetings happened in the past one year?  | └─┴─┘times |
| **13.** | Who has typically attended these meetings? **(DO NOT READ ANSWER CHOICES – CIRCLE ALL THAT APPLY)** | A. DISTRICT GOVERNMENT B. WARD GOVERNMENTC. VILLAGE GOVERNMENT D. VILLAGE HEALTH COMMITTEEE. FAITH-BASED ORGANIZATIONF. NGOG. LOCAL LEADERS (SHEHE, HEAD OF YOUTH GROUPS, KITONGOJI HEADS)H. REGULAR COMMUNITY MEMBERSV. OTHERS, X. REFUSED TO ANSWERY. DON’T KNOW |

**INTERVIEWER NOTE: FOR QUESTION 14 – 22, ASK HEAD OF DISPENSARY OR MOST SENIOR STAFF.**

**[NAMES OF SAMPLE VILLAGES SERVED BY THE FACILITY SHOULD BE PRE-LOADED]**

|  |  |  |
| --- | --- | --- |
| **14.** | Does **[SAMPLE VILLAGE 1]** have a local regulation/by-law on maternal health services (cost, delivery at a facility, visit to health facility, etc.)? (for example: a fine of women who don’t give birth in a health facility or seek postnatal or antenatal care) | 1. Yes 2. No 🡺 **15** |
| **14a.** | What is the by-law? | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| **15.** | Does **[SAMPLE VILLAGE 2]** have a local regulation/by-law on maternal health services (cost, delivery at a facility, visit to health facility, etc.)? (for example: a fine of women who don’t give birth in a health facility or seek postnatal or antenatal care)**INTERVIEWER: SKIP IF THERE IS ONLY ONE SAMPLE VILLAGE SERVED BY THE FACILITY** | 1. Yes 2. No 🡺 **16** |
| **15a.** | What is the by-law? |  |
| **16.** | Does the health centre you refer to or this dispensary have a local regulation/by-law on maternal health services (cost, delivery at a facility, visit to health facility, etc.)? (for example: a fine of women who don’t give birth in a health facility or seek postnatal or antenatal care) | 1. Yes 2. No 🡺 **SECTION KS** |
| **16a.** | What is the content of this by-law?  | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

# SECTION KS. AVAILABILITY OF MEDICINES AND SUPPLIES

**Now I’d like to ask about the availability of drugs and equipments in this facility.**

**INTERVIEWER’S NOTE: WRITE THE RESPONDENT CHARACTERISTICS IN SECTION IR**

|  |  |  |
| --- | --- | --- |
|  | **OUT STOCK** |  |
| **KS01.** | I’d like to see what drugs and supplies are available today. May I see the stock room?  | 1. Yes2. No (reason)  |

Group 1 (mothers)

|  |  |  |
| --- | --- | --- |
| **03** |  |  |
|  | **Name of medicines** | Are the following medicines in stock today?**(RECORD THROUGH OBSERVATION)** |
| A | **OXYTOCIN**  | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| B | Sodium Chloride (saline) or RINGERS LACTATE | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| C | Calcium gluconate injection (for treatment ofmagnesium toxicity) | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| D | **MAGNESIUM SULFATE** | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| E | **AMPICILLIN** | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| F | Gentamicin | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| G | Metronidazole | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| H | Misoprostol | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| I | Azithromycin | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| J | Cefixime | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| K | Benzathine benzylpenicillin | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| L | Betamathasone or Dexamethasone | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| M | Nifedipine | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| N | Iron tablets or syrup | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| O | Folic acid tablets | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| P | Diazepam | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |

Group 2 (children)

|  |  |  |
| --- | --- | --- |
| 04 |  |  |
|  | **Name of drugs/equipments** | Are the following medicines in stock today?(RECORD THROUGH OBSERVATION) |
| A | **AMOXICILLIN** | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| B | Ceftriaxone | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| C | Oxygen | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| D | Procaine benzylpenicillin | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| E | Oral Rehydration salts (ORS) | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| F | Zinc | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| G | Artemisinin combination therapy | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| H | Artesunate | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| I | Standard regimen for first-line **anti-retroviral treatment (ARV)** | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| J | Vitamin A | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| K | Morphine | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| L | Paracetamol | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| M | Antibiotic eye ointment for newborns | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| N | Albendazole/Melbendazole tablet | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| O | Vitamin K | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |

Vaccines

|  |  |  |
| --- | --- | --- |
| 05 |  |  |
|  | Type of vaccine | Are the following vaccines in stock today?(RECORD THROUGH OBSERVATION) |
| A | POLIO (OPV) | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| B | BCG | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| C | HepB vaccine (alone) | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| D | DPT-Hib-HepB | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| E | MEASLES/RUBELLA | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| F | Tetanus Toxoid | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| G | Rotavirus | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| H | Pneumococcal | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| 06 |  |  |
|  | **Name of supplies** | Are the following supplies in stock today?**(RECORD THROUGH OBSERVATION)** |
| A | SYRINGES (DISPOSABLE) | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| B | Sterile GLOVES | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| C | Skin disinfectant | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| D | Thermometer | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| E | Stethoscope | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| F | Light source | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| G | Delivery pack | 1. YES 2. NO 6. NEVER AVAILABLE **🡫**
 |
| H | Neonatal bag and mask | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |
| I | Pregnancy test | 1. YES 2. NO 6. NEVER AVAILABLE **🡫** |

|  |
| --- |
| **07 Are the following types of equipment available and functional at the facility today?** |
|  | **Type of Equipment** | **Availability** |
| **A** | Blood pressure equipment | Available and functional 1Available and broken 2Not available 3 |
| **B** | Infant weight scale | Available and functional 1Available and broken 2Not available 3 |
| **C** | Adult weight scale | Available and functional 1Available and broken 2Not available 3 |
| **D** | Measuring tape (for head, arm, hip measurement, etc) | Available and functional 1Available and broken 2Not available 3 |
| **E** | Equipment to measure infant’s height/ length  | Available and functional 1Available and broken 2Not available 3 |
| **F** | Adult height scale | Available and functional 1Available and broken 2Not available 3 |
| **G** | Growth chart | Available and functional 1Available and broken 2Not available 3 |
| **H** | Examination light | Available and functional 1Available and broken 2Not available 3 |
| **I** | Suction apparatus (mucus extractor) | Available and functional 1Available and broken 2Not available 3 |
| **J** | Manual/electric vaccuum extractor | Available and functional 1Available and broken 2Not available 3 |
| **K** | Vaccuum Aspirator or D&C kit | Available and functional 1Available and broken 2Not available 3 |
| **L** | Partograph | Available and functional 1Available and broken 2Not available 3 |
| **M** | Cold box/vaccine carrier with ice packs | Available and functional 1Available and broken 2Not available 3 |
| **N** | Refridgerator | Available and functional 1Available and broken 2Not available 3 |
| **O** | Sharps container | Available and functional 1Available and broken 2Not available 3 |

# SECTION VF. CATCHMENT HEALTH FACILITIES AND SERVICES IN VILLAGE OF INTEREST

**Now I’m going to ask you some questions about a specific village in your catchment area [*village name*]. Please answer the following questions based on the services available in [*village name*] only.**

|  |  |  |
| --- | --- | --- |
| **01** | Are there any community health workers/village health workers (CHW/VHWs) assigned to [*village name*]? | Yes 1 No 2 🡪 04 |
| **02** | How many CHW/VHWs are assigned to *[village name]?* | └──└──┘ |
| **03**  | Do these CHW/VHWs live in [*village name*]? | Yes 1 No 2  |
| **04** | Is there a “mobile clinic” or any other type of outreach service that serves *[village name]?* Please do not incude CHW/VHWs here.  | Yes 1 No ………………………………….2 🡪 06 |
| **05** | Was this mobile clinic/outreach service established within the past 3 years? | Yes 1 No ………………………………….2 |
| **06** | Is there a health dispensary location in [*village name*]? | Yes 1 No 2  |

# SECTION RD. RANDOM

**NOTE: THE SELECTION OF RESPONDENT TO ANSWER SECTION PP. COPY THE NAMES OF ALL STAFF WHO DELIVER BABIES IN SD-07 (ANSWER = 1. YES). USE A RANDOM NUMBER TO CHOOSE THE HEALTH FACILITY STAFF MEMBER WHO WILL BE INTERVIEWED FOR THE KNOWLEDGE SECTION (PP).**

**IF NO STAFF HAS BEEN OFFICIALLY ASSIGNED TO DELIVER BABIES, IDENTIFY THE STAFF WHO IS RESPONSIBLE FOR PROVIDING MATERNAL & NEWBORN HEALTH CARE IN THAT PARTICULAR SAMPLE VILLAGE. THIS COULD BE A DOCTOR, NURSE, MIDWIFE, MEDICAL OFFICER, OR OTHER MEDICAL STAFF IN THE MNH & BIRTH UNIT (DO NOT INTERVIEW NON-MEDICAL STAFF).**

|  |  |  |  |
| --- | --- | --- | --- |
| **01** | **02** | **03** | **04** |
| **No** | **Name of Midwife** | **Random Number** | **Selected or not selected** |
| **1** |  |  | **1.Yes, interviewed 2. Yes, cant be interviewed (enter code) \_\_\_\_\_\_\_\_\_**  **3. No** |
| **2** |  |  | **1.Yes, interviewed 2. Yes, cant be interviewed (enter code) \_\_\_\_\_\_\_\_\_**  **3. No** |
| **3** |  |  | **1.Yes, interviewed 2. Yes, cant be interviewed (enter code) \_\_\_\_\_\_\_\_\_**  **3. No** |
| **4** |  |  | **1.Yes, interviewed 2. Yes, cant be interviewed (enter code) \_\_\_\_\_\_\_\_\_**  **3. No** |
| **5** |  |  | **1.Yes, interviewed 2. Yes, cant be interviewed (enter code) \_\_\_\_\_\_\_\_\_**  **3. No** |
| **6** |  |  | **1.Yes, interviewed 2. Yes, cant be interviewed (enter code) \_\_\_\_\_\_\_\_\_**  **3. No** |
| **7** |  |  | **1.Yes, interviewed 2. Yes, cant be interviewed (enter code) \_\_\_\_\_\_\_\_\_**  **3. No** |
| **8** |  |  | **1.Yes, interviewed 2. Yes, cant be interviewed (enter code) \_\_\_\_\_\_\_\_\_**  **3. No** |
| **9** |  |  | **1.Yes, interviewed 2. Yes, cant be interviewed (enter code) \_\_\_\_\_\_\_\_\_**  **3. No** |
| **10** |  |  | **1.Yes, interviewed 2. Yes, cant be interviewed (enter code) \_\_\_\_\_\_\_\_\_**  **3. No** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Code RD04**1. Sick
2. Annual/Maternity Leave
3. Weather
 |  04. Personal errands05. Family needs06. Doing outreach | 07. At Department of Health 08. Picking up salary 09. Picking up drugs/supplies  | 10. Doing other job 11. Different shift 12. Volunter  | 13. Training 14. Workshop15. At school /taking exam  | 16. No reason95. Others\_\_\_\_\_\_\_\_\_\_ 98.DO NOT KNOW |

# SECTION PP. HEALTH WORKER KNOWLEDGE/BEHAVIOR

|  |  |
| --- | --- |
|  | **RESPONDENT**  |
| **IR01.** | Name of Respondent | 1a Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  |
| **IR02.** | Position at Health Facility | 01. Medical Doctor / Medical Officer02. Assistant Medical Officer03. Clinical Officer / Medical Assistant04. Clinical Assistant05. Registered Nurse 06. Enrolled Nurse07. Auxiliary Nurse / Assistant Nurse08. Comprehensive Midwife-nurse (Enrolled and Registered)09. Registered Midwife10. Enrolled Midwife11. Health Assistant | 12. Dentist / Dentist Assistant13. Laboratory Technician / Technologist14. Laboratory Assistant / Attendant15. Pharmacist / Dispenser16. Facility Administrator17. Accountant18. Records Clerk19. Cleaner / Sweeper / etc20. Medical intern95. Others\_\_\_\_\_\_\_\_\_\_  |
| **IR03.** | PHONE NUMBER | A. Landline.└─┴─┴─┴─┘.└─┴─┴─┴─┴─┴─┴─┴─┘ B. Mobile Phone└─┴─┴─┴─┴─┴─┴─┴─┴─┴─┴─┴─┴─┘W. NONE |

|  |  |  |
| --- | --- | --- |
| **PP00.** | **COPY FROM RD01 AND RD02, NAME AND CODE OF RESONDENT SELECTED**  | **a.Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_****b.No RD01└─┴─┘** |
| **PP00X** | **HAS RESPONDENT (PP00) BEEN READ THE INFORMED CONSENT FOR ANOTHER SECTION?** | **1.YES 🡪 PP01****3.NO 🡪 READ INFORM CONSENT, SECTION IR, CONTINUE TO PP01**  |

**PP00Y. CONSENT FORM**

**RESPONDENT 2: READ TO RESPONDENT FACILITY ID** └─┴─┴─┘ └─┴─┘

|  |
| --- |
| **CONSENT FORM TO PARTICIPATE IN A NON-BIOMEDICAL RESEARCH - MOTHER AND CHILD HEALTH SURVEY IN HEALTH FACILITIES IN TANZANIA** |
| **Introduction**My name is \_\_\_\_\_\_\_\_\_\_\_\_\_, from Innovations for Poverty Action (IPA). We are doing a study called the Transparency for Development project with researchers from Harvard University, Results for Development Institute, and University of Washington in the United States. **What is the purpose of this research?**The purpose of this research is to learn about maternal and under-2 child health in the communities served by this health facility. The survey covers infrastructure, equipment, drugs, human resources, consultations, and financial information. We would be very grateful if you would provide us with the relevant information or point us to your colleagues who are responsible for these activities. The questions usually take about 2 hours. Your health facility was selected to be part of this study and the information you provide may be shared with members of your community. **Participation is voluntary**You don't have to respond to the survey, but we hope you will agree to answer the questions since your views and the experience of this facility are important. If I ask you any question you don't want to answer, just let me know and I will go on to the next question or you can stop the interview at any time. Refusal to participate or stopping your participation will involve no penalty to you or this facility.**Confidentiality and Risks**We will take measures to keep all personal information collected confidential. Although we may ask the names of respondents, we will remove your name from the answers and give it a code, but there is a chance that someone could find out your information. We will take every precaution to prevent this from happening, and your name will not be listed in any report that comes out of the survey. **Risks**We do not anticipate that this study exposes you to any physical or psychological risks other than those you may encounter in everyday life.**Compensation****Are there any benefits from being in this research study?** There are no direct benefits to you from taking part in this research. However, the results of this study may be used to help to improve maternal and child health in the communities this facility serves. **Questions or Concerns**If you have questions, concerns or complaints, the survey director for this study is \_\_\_\_\_\_\_\_\_\_\_\_ who can be reached at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Do you give consent to participate in this study? 1. Yes 2. No |

|  |  |  |
| --- | --- | --- |
| **01.** | How long have you been working at this dispensary? | **└─┴─┘****Unit: 1.Year 3. Month** |
|  | In the last 3 years, has any community member approached you to:**(NOTE: THIS QUESTION DOES NOT MEAN “ARE YOU DOING THIS ACTIVITY”.** **IT MEANS “DID ANY COMMUNITY APPROACH YOU TO DO THIS ACTIVITY”.** **THERE IS A DIFFERENCE BETWEEN THE TWO)** | 1. Facilitate or lead an education/sensitization event
 | 1. Yes2. No |
| 1. Help with an insurance registration event/campaign
 | 1. Yes2. No |
| 1. Help with a blood drive
 | 1. Yes2. No |
| 1. Improve services or cleanliness at the dispensary
 | 1. Yes2. No |
| 1. Help with inviting husbands to accompany women in health facility visits
 | 1. Yes2. No |
| 1. Participate in any other actions like these for improving maternal and newborn health outcomes?
 | 1. Yes, specify \_\_\_\_\_\_\_\_\_\_\_2. No |
| **08.**  | Are you paid, or voluntary staff? | 1. Paid Staff2. Volunteer3. Unpaid intern95. Other, specify  |

**For the following statements, I would like to hear your opinion related to health services for mothers and babies. Please answer whether you “strongly agree”, “somewhat agree,” “somewhat disagree,” or “strongly disagree” with the following statements.**

|  |  |  |
| --- | --- | --- |
| **09.** | If a pregnant mother has already had a baby and did not experience complications before, then the mother does not need to seek antenatal care for her current pregnancy **(ONLY CIRCLE ONE ANSWER)** | Strongly agree 01Somewhat agree 02Somewhat disagree 03Strongly disagree 04REFUSED TO ANSWER 97DO NOT KNOW 98 |
| **10.** | It is fine to stay at home during labor and wait until a woman begins having complications to go to a health facility**(ONLY CIRCLE ONE ANSWER)** | Strongly agree 01Somewhat agree 02Somewhat disagree 03Strongly disagree 04REFUSED TO ANSWER 97DO NOT KNOW 98 |
| **11.** | For what reasons would you refer a woman to give birth in a health centre or hospital (rather than at a dispensary)? **(DO NOT READ ANSWER CHOICES – CIRCLE ALL THAT APPLY)** | A. FIRST PREGNANCYB. 4TH OR HIGHER PREGNANCYC. MOTHER YOUNGER THAN 18D. MOTHER OLDER THAN 35E. BREACH BABYF. HIGH RISK OF COMPLICATIONSV. OTHER (SPECIFY)  |
| **12.** | At what point during the pregnancy do you recommend pregnant mothers first seek antenatal care? (First contact)**(DO NOT READ ANSWER CHOICES - ONLY CIRCLE ONE ANSWER)** | 1. As soon as she knows she is pregnant 2. When she begins to show3. Only if she is experiencing complications 4. Within the first 3 months/12 weeks/first trimester 5. A time later than the first 3 months/12 weeks/first trimester6. If her menstrual cycle is late7. Never95 OTHER (SPECIFY) 97. REFUSED TO ANSWER 98. DO NOT KNOW  |
| **13.** | Which vaccinations should an infant under 1 year be given? **(DO NOT READ ANSWER CHOICES – CIRCLE ALL THAT APPLY)** | A. Polio/OPVB. BCGC. DPT or DPT-HB or DPT-HB-HibD. Measles or Measles-Rubella or MMRE. RotavirusF. PneumococcalV. OTHER (SPECIFY)  |

|  |  |  |
| --- | --- | --- |
| **14.** | According to you, what is the main reason pregnant women do not give birth at a health facility? **(DO NOT READ ANSWER CHOICES – ONLY CIRCLE ONE ANSWER)** | 01. COST02. DISTANCE 03. TRANSPORTATION04. DIDN’T KNOW TO DELIVER IN FACILITY/DIDN’T KNOW WHERE TO GO05. OPPOSITION OF PARTNER/FAMILY 06. AGAINST LOCAL NORMS/TRADITION07. PROVIDER WAS NOT PRESENT/FACILITY WAS CLOSED08. WAIT TOO LONG AT THE FACILITY 09. LABOR PROGRESSED TOO QUICKLY AND PATIENT DIDN’T HAVE TIME TO GET TO THE FACILITY10. NO BIRTH PLAN12. CHOOSE TO DELIVER AT HOME13. THE QUALITY OF SERVICE PROVIDED BY THIS FACILITY IS NOT GOOD 14. FACILITY IS NOT CLEAN/COMFORTABLE15. FACILITY DOESN’T HAVE ADEQUATE EQUIPMENT95. OTHER (SPECIFY) 97. REFUSED TO ANSWER98. DO NOT KNOW |

|  |  |  |
| --- | --- | --- |
| **15.** | According to you, what is the **main reason** a pregnant mother may not receive post natal care at **any facility in general** within one week of delivery?**(DO NOT READ ANSWER CHOICES – ONLY CIRCLE ONE ANSWER)** | 1. COST2. DISTANCE3. TRANSPORTATION4. DIDN’T KNOW THEY SHOULD SEEK POSTNATAL CARE AT THE FACILITY 5. OPPOSITION FROM PARTNER/FAMILY6. AGAINST LOCAL NORMS/TRADITION7. PROVIDER WAS NOT PRESENT/ FACILITY  WAS CLOSED8. WAIT TOO LONG AT THE FACILITY9. CHOOSE TO CONSULT WITH A TBA10. QUALITY OF SERVICE AT FACILITY IS NOT  GOOD11 FACILITY IS NOT CLEAN/COMFORTABLE12. FACILITY DOESN’T HAVE ADEQUATE  EQUIPMENT13. DON’T THINK IT’S IMPORTANT TO HAVE A POSTNATAL CONSULTATION95. OTHER (SPECIFY) 97. REFUSED TO ANSWER 98. DO NOT KNOW  |
| **16.** | According to you, what is the main reason a pregnant women may not have a birth preparedness plan? **(DO NOT READ ANSWER CHOICES – ONLY CIRCLE ONE ANSWER)** | 1. MOTHER HAS GIVEN BIRTH PREVIOUSLY WITHOUT COMPLICATION 2. DIDN’T THINK IT’S IMPORTANT TO MAKE THE PLAN3. BIRTH PLAN IS ORGANIZED BY PARTNER/OTHER FAMILY MEMBERS 4. NEVER HEARD OF BIRTH PREPAREDNESS PLAN/NO ONE TOLD MOTHER TO MAKE THE PLAN 5. MOTHER PLANS TO GIVE BIRTH AT HOME AND IF COMPLICATION OCCURS THEN FOLLOW UP PLAN IS MADE95 OTHER (SPECIFY) 97. REFUSED TO ANSWER 98. DO NOT KNOW  |
| **17.** | If you could do something to improve the care offered to women and babies in this facility, what would you like to do?**(DO NOT READ ANSWER CHOICES – CIRCLE ALL THAT APPLY)**       | A. SHORTEN WAITING TIME TO SEE DOCTORB. IMPROVE SKILLS OF DOCTORS/NURSESC. IMPROVE THE CLEANLINESS OF THE FACILITYD. IMPROVE RESPECT OF DOCTORS/NURSES TOWARD PATIENTSE. IMPROVE CONFIDENTIALITY/PRIVACYF. IMPROVE SUPPLY OF MEDICINESG. ADD/FIX EQUIPMENTH. REDUCE COST OF TREATMENT/FREE OF CHARGE/NO BRIBESI. LESS ADMINISTRATION WORK/PAPERWORK J. IMPROVE PATIENT’S ABILITY TO CHOOSE A HEALTH CARE PROVIDERK. ADD CLASSES FOR PREGNANT WOMENL. INVITE HUSBANDS TO ACCOMPANY MOTHERS TO HEALTH FACILITY VISITSM. IMPROVE PERSONAL TOUCH V. OTHER (SPECIFY) X. REFUSED TO ANSWER **🡺 PP09**Y. DO NOT KNOW **🡺 PP09** |
| **18.** | If the effort to improve services for pregnant women and babies in this facility requires money (PP07), how would you get it? **(CIRCLE ALL THAT APPLY)** | A. National or regional governmentB. District or ward governmentC. Village governmentD. NGO/CSOE. Faith based org., church or mission groupF. Collecting funds from community members (donation box)G. Own expensesH. Does not require moneyV. Others, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |  |  |
| --- | --- | --- |
| **19.** | If there was a problem with broken equipment at the facility or with human resources (lacking/not available), to whom would you turn for help?**(DO NOT READ ANSWER CHOICES – CIRCLE ALL THAT APPLY)** | A. NATIONAL GOVERNMENTB. REGIONAL GOVERNMENTC. REGIONAL LEVEL – DEPARTMENT OF HEALTHD. DISTRICT GOVERNMENTE. DISTRICT LEVEL – DEPARTMENT OF HEALTHF. WARD GOVERNMENTG. VEO/VILLAGE CHAIRMAN H. VILLAGE HEALTH COMMITTEEI. FAITH-BASED ORGANIZATION/CHURCH/MISSION GROUPJ. NGO/CSOK. LOCAL LEADERS (SHEHE, YOUTH LEADER, VITONGOGI CHAIR )L. COMMUNITY HEALTH WORKERS/VILLAGE HEALTH WORKERSM. REGULAR COMMUNITY MEMBERSN. NO ONE/ WOULD SEEK NO HELPV. OTHER (SPECIFY) X. REFUSED TO ANSWER |
| **20.** | If there were a problem with community members willingness or ability to access the services at this facility, to whom would you turn for help?**(DO NOT READ ANSWER CHOICES – CIRCLE ALL THAT APPLY)** | A. NATIONAL GOVERNMENTB. REGIONAL GOVERNMENTC. REGIONAL LEVEL – DEPARTMENT OF HEALTHD. DISTRICT GOVERNMENTE. DISTRICT LEVEL – DEPARTMENT OF HEALTHF. WARD GOVERNMENTG. VEO/VILLAGE CHAIRMAN H. VILLAGE HEALTH COMMITTEEI. FAITH-BASED ORGANIZATION/CHURCH/MISSION GROUPJ. NGO/CSOK. LOCAL LEADERS (SHEHE, YOUTH LEADER, KITONGOGI CHAIR )L. COMMUNITY HEALTH WORKERS/VILLAGE HEALTH WORKERSM. REGULAR COMMUNITY MEMBERSN. NO ONE/ WOULD SEEK NO HELPV. OTHER (SPECIFY) X. REFUSED TO ANSWER |

|  |  |  |
| --- | --- | --- |
| **21.** | In your opinion, what are the main barriers to making improvements in your health facility? (open-ended question) | * + 1. Answer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. No significant barriers |

**For the following statements, I would like to hear your opinion related to health services for mothers and babies. Please answer whether you “strongly agree”, “somewhat agree,” “somewhat disagree,” or “strongly disagree” with the following statements.**

|  |  |  |
| --- | --- | --- |
| **22.** | Women are generally well aware of the maternal/newborn health services offered at [dispensary name]. | Strongly agree 01Somewhat agree 02Somewhat disagree 03Strongly disagree 04REFUSED TO ANSWER 97 |
| **23.** | Women seeking maternal/new-born health services understand the constraints and problems that arise in running [dispensary name]. | Strongly agree 01Somewhat agree 02Somewhat disagree 03Strongly disagree 04REFUSED TO ANSWER 97 |
| **24.** | When [dispensary name] is making a decision about something that affects the maternal/newborn health services the community will receive, community members are consulted about it. | Strongly agree 01Somewhat agree 02Somewhat disagree 03Strongly disagree 04REFUSED TO ANSWER 97 |
| **25.** | In general, maternal health patients do not have meaningful feedback on your services. | Strongly agree 01Somewhat agree 02Somewhat disagree 03Strongly disagree 04REFUSED TO ANSWER 97 |
| **26.** | Most patients don’t appreciate the level of effort put in by the staff at [dispensary name]. . | Strongly agree 01Somewhat agree 02Somewhat disagree 03Strongly disagree 04REFUSED TO ANSWER 97 |
| **27.** | Patients generally communicate with you about their feedback on maternal/newborn health services.  | Strongly agree 01Somewhat agree 02Somewhat disagree 03Strongly disagree 04REFUSED TO ANSWER 97 |

# SECTION CP. INTERVIEWER’S NOTE

|  |  |  |  |
| --- | --- | --- | --- |
| **CP01.** WHAT LANGUAGE IS USED THROUGHOUT/MOST OF THE INTERVIEW?  | 00. Swahili01. Etc.02. Etc. | 03. Etc.04. Etc. | 05. Etc.95. OTHER (specify)  |
| **CP02.** ARE THERE ANY OTHER LANGUAGE USED | 1. YES └─┴─┘, (SAME CODE WITH CP01)2. NO |
| **CP03.** WHO ELSE BESIDES THE RESPONDENT PRESENT DURING THE INTERVIEW?  | A. NONE D. CHILDREN < 5 YEARS OLDB. HUSBAND/WIFE E. ADULT, FACILITY STAFFC. CHILDREN ≥ 5 YEARS OLD F. ADULT, NOT FACILITY STAFF |
| **CP04.** HOW WOULD THE ENUMERATOR RATE THE ACCURACY OF THE RESPONDENT’S ANSWERS? | 1. VERY GOOD – Respondents answered all questions clearly and without hesitation, and during verfication all responses were found to be correct2. GOOD – Respondents answered most questions clearly and without hesitation, and during verification most responses were found to be correct3. AVERAGE – Respondents seemed unsure of the response to several questions, and during verification a few of the responses were found to be incorrect4. BAD – Respondents were unsure of the response to most questions, and during verficiation most of the responses were found to be incorrect |
| **CP05.** HOW WOULD THE ENUMERATOR RATE THE ATTENTION GIVEN BY THE RESPONDENT?  | 1. VERY GOOD – Respondents listened to, and answered, all questions attentively2. GOOD – Respondents listened to, and answered, most questions attentively3. AVERAGE – Respondents were attentive for only a few parts of the survey, and seemed distracted for other parts. 4. BAD – Respondents seemed generally busy, distracted, and unwilling to spend much time listening or responding.  |
| **CP06.** WHICH QUESTIONS CAUSED RESPONDENT TO FEEL EMBARRASED, OR CONFUSED AND DIFFICULT TO ANSWER? (WRITE THE SECTION AND THE QUESTION NUMBER) |     |

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| --- | --- | --- |
| **SECTION** | **QUESTION NUMBER** | **INTERVIEWER’S NOTE** |
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**NUMVIS. NUMBER OF VISIT: └──┘**

|  |  |  |  |
| --- | --- | --- | --- |
|  | **a. FIRST VISIT** | **b. SECOND VISIT** | **c. THIRD VISIT** |
| DATE | └─┴─┘ / └─┴─┘ / └─┴─┴─┴─┘ | └─┴─┘ / └─┴─┘ / └─┴─┴─┴─┘ | └─┴─┘ / └─┴─┘ / └─┴─┴─┴─┘ |
| START TIME | └─┴─┘:└─┴─┘ | └─┴─┘:└─┴─┘ | └─┴─┘:└─┴─┘ |
| END TIME | └─┴─┘:└─┴─┘ | └─┴─┘:└─┴─┘ | └─┴─┘:└─┴─┘ |

**VISIT RESULT**

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| --- | --- |
| **COV3. VISIT RESULT** | **COV4. REVIEWED BY SUPERVISOR** |
| 1. Completed2. Half completed, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_3. Not completed, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  YES NOa. Observed 1 2b. Checked 1 2c. Verified 1 2 |