Appendix II: Provider interview tool

Baseline Survey Providers

*This questionnaire is trying to find out what you think about the health system in your district. Fifty (50) persons in your country involved in the health sector in different capacities are being asked to fill out this questionnaire.*

**Identification**

Fiche N° /__/__/__/

1. Province: __EC_________________ 2. District: ___NMM_____________________
3. Sub-district: _C____________________ 4. Staff category :___________________________
5. Facility___________________________ 6. . Age: /__/__/ Years
7. Gender: Male/Female

**Background characteristics**

8. Level of education:
   1. Primary school
   2. Secondary school
   3. University
   4. Advanced degree

9. What is your occupational group?
   1. Community Health Worker
   2. Nurse
   3. Midwife
   4. Physician
   5. Specialist
   6. Other: _________________

10. Monthly income
    1. <R2000
    2. > R2000 < R 5000
    3. > R5000 < R10 000
    4. > R10 000

11. How long have you worked at your current facility?
    1. Less than one year
    2. 1 to 2 years
    3. 2 to 5 years
    4. 5 to 10 years
    5. More than 10 years
12. How long have you been in your current position?
   1. Less than one year
   2. 1 to 2 years
   3. 2 to 5 years
   4. 5 to 10 years
   5. More than 10 years

13. Do you manage staff as part of your job?
   1. Yes
   2. No

14. Ethnicity:
   1. Coloured
   2. Asian
   3. Black
   4. White
   5. Other: ______________________

15. I feel emotionally drained by my work?
   1. A few times a year
   2. Monthly
   3. A few times a month
   4. A few times a week
   5. Every day
   6. Never

16. How many patients do you see in a day?
   1. Less than 5
   2. 5 to 10
   3. 10 to 20
   4. 20 to 30
   5. More than 30

17. On average, how much time do you spend with each patient?
   1. Less than 5 minutes
   2. 5 to 10 minutes
   3. 10 to 20 minutes
   4. 20 to 30 minutes
   5. More than 30 minutes

18. How would you rate the cleanliness and maintenance of health care units?
   1. Very poor
   2. Poor
   3. Good
   4. Very good
   5. Excellent
19. How would you rate access to hand washing facilities at health care units?

1. Very poor
2. Poor
3. Good
4. Very good
5. Excellent

20. I am able to manage all the conflicting demands on my time at work.

1. A few times a year
2. Monthly
3. A few times a month
4. A few times a week
5. Every day

**Integrated Care processes:**

21. There is good communication with other organisations providing care for my patients.

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

22. Is there a formal system for and or accepting referred patients?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

23. When was the last time that you referred a client to a CHW for support?

1. Never
2. 1 – 3 months ago
3. Last week
4. Today
5. Not applicable

24. How often do you have access to patient’s most recent test results or exams when you need them?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always
6. Not applicable
25. Do you get a report from a specialist or hospital if your patient has visited them?
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always
   6. Not applicable

Communication:

26. How often are patients encouraged to discuss their concerns freely?
   6. Never
   7. Rarely
   8. Sometimes
   9. Usually
  10. Always

27. How often are patients encouraged to ask questions about diseases, treatment and care?
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always
   6. Not applicable

Choice:

28. How often do individuals have a choice between health care providers in a health care unit?
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

29. How often do individuals have the opportunity to see a specialist, if they wish to?
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

Comprehensiveness:

30. My patient can see the following providers if needed: (Circle all that apply)
   1. Health promoter/educator
   2. Dietitian
   3. Social worker
   4. Community health worker (home visit)
   5. Physiotherapist
   6. Dental/oral health worker
   7. Mental health worker
Confidentiality and Privacy:

31. How often is the confidentiality of patients’ medical records preserved (except if the information is needed by other health care providers)?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

32. How often are consultations carried out in a manner that protects patient confidentiality?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

Respect and Dignity:

33. How often are patients treated with respect?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

34. How often are the human rights of patients with communicable diseases such as AIDS or tuberculosis safeguarded within the health system?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

35. How often is patient consent sought before testing or starting treatment?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always

Support informed choice:

36. How often are patients provided information on different treatment options?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always
6. Not applicable
37. How often are patients consulted about their preferences over different treatment options?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always
6. Not applicable

38. The needs and preferences of service users should be central in Health Services.

1. Strongly disagree
2. Somewhat disagree
3. Neither agree
4. Somewhat agree
5. Strongly agree

39. It is important to get to know each service user as an individual (e.g., their medical history, social, supports, cultural factors, pre-morbid status).

1. Strongly disagree
2. Disagree
3. Neither agree nor disagree
4. Agree
5. Strongly agree
6. Not applicable

Self-Care Support:

40. How often do you co-develop a care plan with your patient for how they can manage their condition in their daily life?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always
6. Not applicable

41. How often do you provide written information to patients about their condition or treatment in language they can understand?

1. Never
2. Rarely
3. Sometimes
4. Usually
5. Always
6. Not applicable

42. I offer education about peer-based services and mutual support groups as part of the planning process.

1. Strongly disagree
2. Somewhat disagree
3. Neither agree
4. Somewhat agree
5. Strongly agree
6. Not applicable
43. How often do you screen your clients for HIV and TB?
   1. Every client with every visit
   2. Every adult and adolescent client with every visit
   3. When I have time
   4. Seldom
   5. Never
   6. Not applicable

44. How often do you provide information to a client on TB and HIV prevention?
   1. Every client with every visit
   2. Every adult and adolescent client with every visit
   3. When I have time
   4. Seldom
   5. Never
   6. Not applicable

45. How often do you weigh and do MUAC or BMI for your clients?
   1. Every client with every visit
   2. Every adult and adolescent client with every visit
   3. Every pregnant women with every visit and BMI every 6 months
   4. Every child with every visit
   5. Only pregnant women, every client with HIV, TB and < 5 clients
   6. When I have time
   7. Seldom
   8. Never
   9. Not applicable

46. How often do you provide advice to your clients on nutrition?
   1. Every client with every visit
   2. Every adult and adolescent client with every visit
   3. Pregnant women and mothers with babies only
   4. When I have time
   5. Seldom
   6. Never
   7. Not applicable

47. How often do you screen and provide information to clients on diabetes and hypertension?
   1. Every client with every visit
   2. Every adult and adolescent client with every visit
   3. When I have time
   4. Seldom
   5. Never
   6. Not applicable
Motivation:

48. Do you think the number of patients and time you spend with each patient is appropriate?
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

49. There are rewards and recognition for patient- and family-centred practice.
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

50. Staff's stress-reduction and well needs are addressed
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

51. I've become less compassionate toward people since I took this job.
   1. Very mild, barely noticeable
   2. Mild
   3. Moderate
   4. Strong
   5. Very strong, very noticeable
   6. Not at all

52. Working with people all day is really a strain for me.
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

53. I think about changing organizations.
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

54. I have enough support to get the training I need in my area of work.
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always
55. I deal very effectively with the problems of my recipients.
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

56. I feel I’m positively influencing other people’s lives through my work.
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

Organization and Management:

57. People providing care for my patients/service users work well together.
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

58. We hold staff meetings to discuss how care for our patients can be improved.
   1. A few times a year
   2. Monthly
   3. A few times a month
   4. A few times a week
   5. Every day
   6. Never

59. There is good collaboration among and between physicians and nurses.
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

60. Health facilities provide supervision and support to CHWs.
   1. Never
   2. Rarely
   3. Less than needed
   4. Appropriate
   5. More than enough
   6. Not applicable
61. I know who to whom I am accountable and am supervised.
   1. Never
   2. Rarely
   3. Less than needed
   4. Appropriate
   5. More than enough

62. Do you have accessible the protocols and guidelines you need for patient care?
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

63. How often do you use these protocols and guidelines?
   1. A few times a year
   2. Monthly
   3. A few times a month
   4. A few times a week
   5. Every day

64. Our clinic has a system for eliciting and reviewing patient and family opinion.
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always

65. I have opportunities for scientific development/continuing education.
   1. Never
   2. Rarely
   3. Less than needed
   4. Appropriate
   5. More than enough

**Accessibility:**

66. How often is the length of time spent at health care units waiting for consultation/ treatment reasonable?
   1. Never
   2. Rarely
   3. Sometimes
   4. Usually
   5. Always
Responsiveness:

67. Considering the seven aspects of health system function that you have reported on above, how would you rate:

- **Importance**: Please give a value between 0 and 10 to indicate your personal rating of how important the aspect is. Here, 0 means not at all important and 10 means extremely important.
- **Performance**: Please give a value between 0 and 10 to indicate your personal rating of the performance of your facility. Here, 0 means the poorest performance and 10 means the best.

<table>
<thead>
<tr>
<th>Aspect of care</th>
<th>Importance</th>
<th>Performance</th>
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<tbody>
<tr>
<td>Integration</td>
<td></td>
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<tr>
<td>Communication</td>
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<tr>
<td>Choice of care provider/institution</td>
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<tr>
<td>Comprehensiveness of care</td>
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<td>Quality of basic amenities</td>
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<td>Promptness of attention</td>
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<td>Confidentiality and privacy</td>
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<td>Dignity and respect</td>
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<td>Emotional Support and empathy</td>
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<td>Informed choice/autonomy</td>
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<td>Self-care support</td>
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<tr>
<td>Organization and management</td>
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</tbody>
</table>

68. Are any of the following social groups facing worse care and health system performance with regard to the areas above. Please include other social groups (age, gender, education level, race, religion, income level, lifestyle, beliefs, etc.) as needed. Note the areas of poor performance:

<table>
<thead>
<tr>
<th>Social Group</th>
<th>% Clinic population (approximate)</th>
<th>Aspect(s) of care</th>
</tr>
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<tbody>
<tr>
<td>Women</td>
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<tr>
<td>Children</td>
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<tr>
<td>Elderly</td>
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<td>Poor education</td>
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<tr>
<td>Poor</td>
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<tr>
<td>People living with HIV/AIDS</td>
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</tr>
</tbody>
</table>

69. Are you satisfied with the quality of care you give to patients/service users?

1. Never  
2. Rarely  
3. Sometimes  
4. Usually  
5. Always  

Comments__________________________________________________________  
_________________________________________________________________  
_________________________________________________________________  
_________________________________________________________________  
_________________________________________________________________  
_________________________________________________________________
70. What suggestions do you have to improve the clinic?

__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________

Thank you !

---------------------------------------------------------   THE END  -----------------------------------------------------------