

**PRAC-TZ**  
**BASELINE FGD WITH HEALTH WORKERS**

**Clinical Officers, Nurses, medical attendants**

*Instructions: To be conducted in a place outside a health facility with only health workers from the same cadre in each group of 6-8.*

District: \_\_\_\_\_

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Time start: \_\_\_\_\_ : \_\_\_\_\_ Time Finish: \_\_\_\_\_ : \_\_\_\_\_

Name of Interviewer: \_\_\_\_\_

Name of Recorder: \_\_\_\_\_

Cadre of Health worker: \_\_\_\_\_

**SECTION A: BASIC INFORMATION**

*First I will ask a few general questions about you, your background and your employment.*

<i>R#</i>	<i>Job title</i>	<i>Sex</i>	<i>Medical Qualification</i>	<i>Age</i>	<i># years as a health worker</i>	<i># years in current post</i>	<i># days per week work in maternity</i>
1							
2							
3							
4							
5							
6							
7							
8							

*Medical qualifications:*

*Clinical Officer*

*Registered nurse Nurse*

*midwife*

*Public health nurse*

*Enrolled nurse*

*Clinical officer anesthetist or nurse anesthetist*

*MCH Aide*

*Medical Attendant / Nursing Assistant*

## **B. Enabling Environment and Motivation**

1. How satisfied are most of your colleagues with their employment situation?  
PROBES: how do you and they feel about...
  - a. the working environment?
  - b. the supervision received?
  - c. salary, allowances, benefits?
  - d. career path and opportunities?
2. What do you think could be done to make health workers more satisfied in their jobs? (If only mention increase in salary, Probe: beyond increases in salary?)

## **C. Perceptions of health worker and patient interactions**

1. What are your typical daily activities in the maternity ward? (Probe: responsibilities, tasks they do which may be outside of their formal responsibilities)
2. How would you describe your typical interaction with patients?
  - a. How would you describe your health workers' relationship and interactions with the surrounding community?
3. How do you think most patients perceive of health workers and the services that you provide? Does this differ between different cadres? How?
4. What do you think could be done to improve the relationship between patients and health workers?
5. What have you learned in pre- and in-service trainings about providing good interpersonal care to patients?
6. Do your supervisors ever discuss or review your interpersonal interactions with patients? What have you discussed about this?

## **D. Understanding disrespect and abuse and its causes**

1. What would you consider to be disrespectful or abusive care towards a patient?
2. Have you ever seen a patient experiencing disrespectful or abusive care from a health worker? What happened? What if anything did you do? (Probe: specific to childbirth?)
3. How common is disrespectful or abusive care towards patients? specifically for childbirth?
4. How common is disrespectful care towards patients during childbirth?
5. What do you think are the causes of disrespectful and abusive behavior?
6. Who is responsible to prevent disrespectful and abusive behaviour? Why?

## **E. Understanding of rights and regulations**

1. What do you understand are health workers' rights?
2. What do you understand are patients' rights?
3. What are your rights as health workers? (PROBE: what is the basis of these rights?)

4. What regulations are there regarding your interactions with patients? How are they utilized?
5. How are violations of these regulations identified and addressed?
6. Are you aware of any disciplinary measures that are in place in regard to abusing a patient? What are they?
7. Have you ever seen any disciplinary measures for medical staff who have abused their patients? If yes, what happened?

**F. Recommendations**

1. What do you think could be done to reduce the instances of disrespect and abuse? (PROBE: At national level? At district level? At this facility? In the catchment area communities?)
2. Who has the power to make change? (PROBE: at each of these levels?)