

PRAC-TZ

BASELINE IN-DEPTH INTERVIEW WITH COMMUNITY LEVEL KEY INFORMANTS

Instructions: Interview the following key informants for the selected villages: Village Executive Officer, Village Chair, Member of the Village Social Welfare or Health Committee (not health worker), Traditional Birth Attendant, Village Health Worker (WAVI, CORPS, etc.), and the relevant Ward Executive Officers

District: _____ Village: _____

Date: _____ / _____ / _____

Time start: _____ : _____ Time Finish: _____ : _____

Name of Interviewer: _____

Name of Recorder: _____

Respondent Identifier: _____

SECTION A: BASIC INFORMATION

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

No.	Question	Response
1.	<i>DO NOT ASK. Indicate the sex of the respondent.</i>	1. Female 2. Male
2.	What is your position in the community?	1. Ward Councilors 2. Village Chair 3. Village Executive Officer 4. Village Social Services or Health Committee Member 5. Other village committee (specify) _____ 6. Community-based organization member or staff 7. Village Health workers 8. TBA 9. Other _____

5. What in your opinion and experience are the main reasons that women choose not to deliver in a health facility?

C. Related current and previous programs in the community

1. Have any prior projects or initiatives dealt with improving the relationship between the community and the health system? What was done specifically? What were the results of these projects?
2. What kinds of efforts are underway now to improve quality of health care in the district? (probe for both government and non-governmental projects and initiatives)
3. What kinds of efforts are underway to improve maternal and newborn health services in the district? (probe for both government and non-governmental efforts)

D. Rights, Regulations and Accountability

1. What do you understand are the rights of patients in the health system?
2. What policies or guidelines exist to protect these rights?
3. What regulations are there regarding health worker performance? What do they include?
4. How are violations of these regulations identified and addressed? (probe how often does this occur?)
5. Can you provide examples of ways that health workers are held accountable for their practice? What are the disciplinary measures that are used?
6. What is your role in ensuring high quality care at health facilities?
7. What is the role of the community in ensuring high quality care at health facilities?
8. What efforts has your community been involved in to strengthen health services in your area?
9. What mechanisms are available for the community to voice their concerns and make changes in the system?
10. How might the community's role in the health system be strengthened?

E. 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 or heard about a patient experiencing disrespectful or abusive care from a health worker? What happened? What if anything did you do?
3. How common is disrespectful care towards patients? (Probe: specific for childbirth?)

4. Do you think your community is aware of the D & A behavior during childbirth?
5. Have any community members complained to you about the actions of health providers? Have you ever taken action on a complaint about a health provider from the community? What was done? What were the results?
6. What do you think are the causes of disrespectful and abusive behavior? (Probe: between health providers and patients? Specific to childbirth?)
7. What would be your recommendations towards reducing/eliminating these types of disrespect and abuse at health facilities?

F. Recommendations

1. Who do you think has the power to change the D&A in that is happening?
2. What should they do? (PROBE: At national level? At health facilities? In your community?)