

PRAC-TZ

BASELINE IN-DEPTH INTERVIEW WITH COUNCIL LEVEL KEY INFORMANTS

Instructions: This should be conducted with the District Medical Officer, the District Nursing Officer, the RCH Coordinator, the District Health Secretary and Chair of the Council Health Services Board, the Korogwe Town Council Executive Officer, Chair of Korogwe Town Council

District: _____

Date: ____/____/____

Time start: ____:____ Time Finish: ____:____

Name of Interviewer: _____

Name of Recorder: _____

Respondent Identifier: _____

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 job title? <i>Do not read. Mark only one</i>	1. District Medical Officer 2. District Nursing Officer 3. RCH Coordinator 4. Medical Officer In-Charge 5. District Health Secretary 6. Council Health Services Board Chair 7. Korogwe Town Executive Officer 8. Korogwe Town Council Chair 9. Other _____
3.	What is the highest level of education you have completed?	1. Standard 7 (primary) 2. Form 4/O levels (secondary) 3. Form 6/A levels (advanced secondary) 4. Certificate 5. Diploma 6. Advanced Diploma 7. Degree 8. Post graduate diploma 9. Masters 10. PhD 11. Other (<i>specify</i>): _____

No.	Question	Response
4.	Do you have any medical qualification?	1. Yes 2. No →Skip to Q6
5.	What is your medical qualification? <i>Do not read. Mark only one</i>	3. Specialist doctor (<i>specify</i>) _____ 4. General Doctor (Medical Officer) 5. Assistant Medical Officer 6. Clinical Officer 7. Registered nurse 8. Nurse midwife 9. Public health nurse 10. Enrolled nurse 11. Clinical officer or nurse anesthetist 12. Other (<i>specify</i>) _____
6.	How many years have you been working for the Tanzanian government ?	[] [] years
7.	How many years have you been working in this post?	[] [] years

B. Utilization of services

1. What in your opinion and experience are the main reasons that women choose not to deliver in a health facility?
2. How would you describe the relationship between the community and the health workers in the government health facilities?

C. Related current and previous programs in the district

1. What kinds of efforts have been used in the past to improve the quality of health care in the district? What have been the results of these programs? (*PROBE*: for both government and non government programs, names of organizations)
2. Have any prior projects or initiatives dealt with patient-provider relationships or the relationship between the community and the health system? What have been the results of these projects?
3. What kinds of efforts are underway now to improve quality of health care in the district? (*PROBES*: both government and non-governmental projects and initiatives? any specific to maternal and newborn health services?)

D. Rights and Regulations

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? (Probe: district supervision policies?)
4. How are violations of these regulations identified and addressed? (Probe: what is the communication between health facilities and the districts in regards to violations of regulations? How are violations reported?)
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. How commonly are these measures used?
7. How successful have these efforts been in changing practice?
8. What is the role of the health professional regulatory bodies (Tanzania Medical Council, Tanzania Nursing and Midwifery Council)? What is the role of health professional associations?

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 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 or abusive towards patients? (Probe: specific for childbirth?)
4. 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?
5. Have you ever dealt with a case where a health provider was accused of abusive care? What was done? What were the results?
6. What do you think are the causes of disrespectful and abusive behavior? (Probe: between health workers and patients? Specific to childbirth?)

F. Recommendations

1. What would be your recommendations towards reducing/eliminating these types of disrespect and abuse at health facilities?
2. Who do you think has the power to change the D&A in that is happening?
3. What do you think they should do? (PROBE: At national level? At district level? At health facilities? In communities?)