

## Qualitative Interview Guide

For the purpose of this study, I need you to tell me about your experience, the stories of how it happens. The place, the time, the type of services and how the advice exchange occur. Please try to give me as much as details as possible as I would like to understand the context. I know it is not always easy and possible to recall all the events but try for instance to remember the most recent scenario.

Feel free to pause to remember. That is not a problem for me. I am not in a hurry. I appreciate it can take some time and I am very grateful for that.

Is that OK with you?

### **Advice Seeking**

- 1 In what situations do you go to another health care worker/colleague for advice related to maternal or newborn health (MNH)?

#### **Probes:**

##### **If no:**

What do you do when you are uncertain about something related to MNH?

Are there not many complicated cases for maternal and newborn health where you've had

Are you comfortable asking colleagues questions? Have you ever felt reluctant to approach a colleague? Why or Why not?

If you did have a question who would you go to?

##### **If yes:**

Are you usually with a patient at the time, or is it after a visit? Is the patient aware/present when you are asking for advice?

What kind of advice are you usually asking for? Does it relate to routine maternal or newborn care or emergencies?

Who do you go to for advice? [show roster, document HCW code. If not PHCU member, ask cadre and current working location] Why do you go to them for advice? How do you know them? Do you go to anyone else for advice? [If they mention more than one person, ask about the circumstances they would go to one versus the other-- is it based on their expertise or who is available?]

Are they usually able to provide advice, why or why not? Are they able to answer your questions completely or are you left with more questions? Have you had more than one conversation about a complicated case?

What happens if that person doesn't know the answer to your questions? What other sources of information have you used [probe: reference books, websites, etc]

When and where does this advice exchange take place? Is it over the phone, e-mail or in person?

Probes that could have been asked: Can you describe the process? Did the person pick up the phone straight away? If not did they call you back? Is it a brief conversation or does it usually last long? Do you pay for the cost of the call or it is covered by the woreda? If not, is cost of call a barrier to advice seeking? In person, does it occur in the health facility or somewhere else? Why?

How often do you seek advice? Can you remember the lapse of time between the most recent situations in which you asked for advice?

Are there reasons why you can't seek advice when you need to? [If advice exchanges over phone, ask: Have you ever experienced signalling issue over the phone?]

Do you feel like your needs for professional advice around maternal and newborn health are met? Why or why not? Is there an area of maternal or newborn in particular in which you need advice? If yes, which one?

Do you have any ideas for what could help you access advice more easily, when you need it?

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Do you have someone you consider a mentor? Is this person an official supervisor or unofficial? Tell me about the mentorship you receive, can you describe your interactions? How much time do you spend together, where do these interactions take place? [If unofficial] Why is the mentorship unofficial?

I am going to ask you four questions related to who you go to for advice regarding providing different types of maternal and newborn health services. here, I want you to tell me about your experience, the stories of how it happens. The place, the time, the type of services and how the interaction happened. Give me as much as details as possible as I would like to understand the context. Is that OK with you? Now let us start

- 2 Tell me about the last time you went to someone for advice related to providing antenatal care?
- 3 Tell me about the last time you went to someone for advice related to providing delivery care?
- 4 Tell me about the last time you went to someone for advice related to providing postnatal care?
- 5 Tell me about the last time you went to someone for advice related to providing newborn care?

### **Probes (for 2-5):**

Explore relationship with the individual from whom advice was sought recently-- when originally met, under what context, when did they first go to them for advice

Show roster, ask them to identify this person, note the HCW code. If not on roster, ask cadre, where they currently work

Ask type of advice, describe the situation, the problem the patient was having and the question you had. Ask why you went to this person, ask if they were able to answer the question

When, where and through what communication route did this exchange take place

### **Advice Giving**

- 6 Who comes to you for advice related to providing maternal and newborn care?

#### **Probes:**

What kind of advice are they generally looking for related to maternal and newborn health?

Are you generally able to provide advice, why or why not?

What do you do if you do not know the answer?

When and where do people come to you for advice?

How often does this happen?

Are you a mentor for another healthcare worker? Is this an official or unofficial role?

Instructions: I am going to ask you four questions related to who comes to you for advice regarding providing different types of maternal and newborn health services

- 7 Tell me about the last time someone came to you for advice related to providing antenatal care?
- 8 Tell me about the last time someone came to you for advice related to providing delivery care?
- 9 Tell me about the last time someone came to you for advice related to providing postnatal care?
- 10 Tell me about the last time someone came to you for advice related to providing newborn care?

### **Probes (for 6-10):**

Explore relationship with the individual who came for advice recently-- when originally met, under what context, when did they first come for advice

Show roster, ask them to identify this person, note the HCW code. If not on roster, ask cadre, where they currently work

Ask type of advice they sought, ask if they were able to answer the question

When, where and through what communication route did this exchange take place