

IDEAS Private Sector study / West Bengal August 2015

KEY INFORMANT INTERVIEW GUIDE FOR PRIVATE FOR PROFIT HEALTH FACILITIES-V2

INSTRUCTIONS TO THE INTERVIEWER:

1. Identify who will be the main respondent – could be the medical superintendent in a big facility or the doctor-owner in a small facility
2. Explain all the study related information contained in the information sheet
3. Obtain signature on the consent sheet
4. Facility detail section can be completed before the interview even with the help of a secondary respondent.

Facility Information

S.No.	Questions	Response
	SECTION 1. IDENTIFICATION	
100	State	Name:
101	District	Name:
102	Taluka/Tehsil/Block name	Name:
103	Date of Interview (dd/mth/yr)	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
104	Name of Investigator	
	SECTION 2. FACILITY DETAILS	
200	Name and address of facility	
201	Facility ID No.	
202	Name and designation of respondent (write 'owner' if there is a single doctor-owner)	
203	Tel No. of respondent	
204	Opening hours of the facility	<input type="text"/> <input type="text"/> Am to <input type="text"/> <input type="text"/> pm
205	Type of health care facility 1= Primary; 2= Secondary 2; 3=Tertiary	<input type="text"/>
206	Number of beds	<input type="text"/> <input type="text"/> <input type="text"/>
207	Type of specialty 1= general practice with an MBBS doctor 2= single specialty; 3= multi specialty; 4=super speciality	<input type="text"/>
208	No. of doctors and their specializations	

S.No.	Questions	Response
MNCH SERVICES		
300	Which of the following MNCH services do you provide the most? 1=Ante natal care; 2= Normal delivery; 3= Caesarean deliveries; 4= Family Planning 5= Child immunizations 6= Treatment for newborn illnesses/complications 7= Treatment for childhood illnesses	<input type="checkbox"/>
301	Approximate number of ante natal cases in the last one month	<input type="checkbox"/>
302	Approximate number of deliveries in the last one month	<input type="checkbox"/>
303	Approximate number of caesarean sections in the last one month	<input type="checkbox"/>
304	Approximate number of child immunizations in the last one month	<input type="checkbox"/>
305	Newborn and child illnesses managed in the facility, if applicable (record names and numbers)	
306	Any family planning services provided in the last one month (names and numbers)	
IN-DEPTH QUESTIONS ON MNCH SERVICES		
401	We'd like to know more about the most prominent of all the MNCH services that you provide? Why do you think people come here for this service? Probe for descriptions and reasons: - Number and types of clients for this, and clients' reasons - Specialization of staff - Availability of specialised equipment and infrastructure - Access and costs	
402	What are the strengths of private health facilities in the delivery of MNCH services in this district? Probe for reasons: - general environment and physical infrastructure, - equipment and staff, -management of complications, -costs, access etc. - all these in comparison with the public health sector	

S.No.	Questions	Response
403	What are the weaknesses? Probe for the same points as in 402.	
404	Please tell us something about your clientele – their SES, educational backgrounds, and also how they negotiate the private and public health sectors. Probe especially for whether clients use private sector exclusively or whether they move between the two sectors and how.	
405	What are the big needs and problems in MNCH in the district and the state? What role can the private sector play in this and how? Probes: -Awareness of maternal and infant mortality and other public health aspects of MNCH (child nutrition, immunization, management of diarrhea and pneumonia) -Any examples of engagement with public health services or goals -Motivation to do so or lack of it	
IN-DEPTH QUESTIONS ON DATA SHARING		
500	What records do you maintain of maternity, paediatric services and family planning (if applicable) services offered in this facility? How regularly are the record books completely updated? Probe for each of the service related records –deliveries, newborns, family planning, immunizations, newborn and childhood illnesses When were they last updated? For maternity, when was the most recent birth?	
501	Do you share any data on your services and users with government? Tell us about this. What data do you share? Data collection process and frequency? Data quality/completeness (any internal meetings etc to review and improve the data)? Willingness to share? How is this used? How was this initiated? Is it working or not working? Successes and challenges of this system/process How are these data processed and used? Are these integrated into the district HMIS/report? Which ones are included? What kind of feedback is provided to the private facilities who submit the data? What kind of actions are taken if data are not submitted/delayed?	
502	What infrastructure do you have for maintaining and sharing data?	

S.No.	Questions	Response
	Probe for Staff: independent or multi tasking Computers and software Formats	
503	What in your view are some of the most critical data (indicators) on which private service providers should provide data to the government? What would you be willing to share?	
BARRIERS AND ENABLERS TO HEALTH DATA SHARING		
600	<p>Are there barriers and enablers to private providers sharing health data with government? What are these? Which of these are the <u>main</u> barriers/enablers/ the most critical ones?</p> <p>Probe questions:</p> <p>Regulatory environment– existence and strength of mandatory enforcement, ask for concrete examples]</p> <p>Rules and ways of working– do government rules and ways of working make it difficult to make changes? Ask for concrete examples]</p> <p>Data collection and management formats and procedures Do data collection and management formats and systems affect private sector data sharing? Do government data/HMIS formats and procedures enable or prevent private sector Health providers sharing health data? How? [probe – complexity of government data formats/ procedures and ask for concrete examples of formats – see a few samples if possible]</p> <p>Do these issues stem from state-level barriers, district or lower level (through to individual level)</p> <p>Motivation and incentives</p> <p>Do public and private sector providers’ motivations and incentives prevent or enable data sharing?</p> <p>Probes:</p> <p>Are private sector health providers motivated/incentivised to share health data with government/or not? How or how not? [probe - financial interests/taxes, incentives to share data, effort/staff/resources required]</p> <p>Are government officials motivated/incentivised to collect and use private sector health data? How?</p>	

S.No.	Questions	Response
	<p>Attitudes</p> <p>Do private sector providers' attitudes enable or prevent them from sharing health data? How? [probe - Trust/ relationships between sectors; willingness/resistance to change; understanding the value of data sharing]</p> <p>Do government officials' attitudes enable or prevent private sector health providers sharing health data? How? [probe - Trust/ relationships between sectors; willingness/resistance to change; fears; understanding the value of data sharing]</p> <p>Also probe for whether any of the motivational and attitudinal issues are more specific to different levels – state, or district level.</p>	
OTHER INTERACTIONS WITH THE PUBLIC SECTOR		
700	<p>Do you participate in any planning or decision making body/bodies at the block or district level?</p> <p>Probe for: Which platforms are they a part of, if they do participate? Are they a part of any district level sub committees set up by the public sector? What is their role in these – monitoring or training or planning or service delivery?</p>	
701	<p>Have you been a part of any of the government health campaigns – for polio or for anything else? If so what has been your role in these?</p>	
702	<p>Do you have any other informal interactions and discussions with public sector officials?</p> <p>Probe exhaustively about this – where, with whom, for what?</p>	
SUGGESTIONS AND RECOMMENDATIONS		
700	<p>What steps you think government/private sector providers should take or can take to encourage private health service providers to submit data to the government?</p> <p>Probe for individual providers at different levels and also for associations</p>	

