

**IDEAS Private Sector study / West Bengal August 2015**  
**KEY INFORMANT INTERVIEW GUIDE FOR PUBLIC PRIVATE PARTNERSHIP FACILITIES-V2**  
**FOR-PROFIT FACILITIES IN AYUSHMATI SCHEME, &**  
**NOT FOR PROFIT FACILITIES RUNNING COMMUNITY DELIVERY CENTRES (CDCs)**

**INSTRUCTIONS TO THE INTERVIEWER:**

1. Identify who will be the main respondent – could be the medical superintendent or Director in a big facility or the doctor-owner in a small facility, or the programme manager in a CDC/ NGO
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
	<b>SECTION 1. IDENTIFICATION</b>	
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	Meenakshi
	<b>SECTION 2. FACILITY DETAILS</b>	
200	Name and address of facility	
201	Type of Scheme 1= Ayushmati 2= CDC	
202	Facility ID No.	
203	Name and designation of respondent (write 'owner' if there is a single doctor-owner)	
204	Tel No. of respondent	
205	Opening hours of the facility	<input type="text"/> <input type="text"/> Am to <input type="text"/> <input type="text"/> pm
206	Type of health care facility 1= Primary; 2= Secondary 2; 3=Tertiary	<input type="checkbox"/>
207	Number of beds	<input type="text"/> <input type="text"/> <input type="text"/>
208	Type of specialty (may not be so applicable to the NGOs as they will most likely have just one doctor)	<input type="checkbox"/>

S.No.	Questions	Response
	1= general practice with an MBBS doctor 2= single specialty; 3= multi specialty; 4=super speciality	
209	No. of doctors and their specializations	
<b>MNCH SERVICES (as applicable)</b>		
300	Which of the following MNCH services do you provide the most in this facility?  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)	
<b>IN-DEPTH QUESTIONS ON THE PPP</b>		
401	<b>Which of the above services do you provide as part of the PPP scheme? Do you also provide the same services independently? What is the difference?</b>  Probe for - all services that are covered under the scheme - any difference related to costs to clients, frequency and availability of services provided under the scheme compared to those provided in the regular process, any difference in types of clients	
402	<b>Can you tell us about how this scheme operates? What are the terms and conditions?</b>  Probe for the essential roles of the facility under the scheme Financial agreements with govt Recordkeeping and reporting requirements	

S.No.	Questions	Response
403	<b>What are some of your reasons for entering into the partnership (explore financial, altruistic, increased prestige etc as incentives)</b>	
404	<b>How is the partnership working for the hospital/centre? What are the successes and challenges?</b>  Probe for: Any effects on services and infrastructure? Any financial effects?	
404	<b>What has the experience been like working with the government? What have been the good things and the not so good elements (this question may need to be clubbed with the one above)</b>  Probe for reimbursements and other financial aspects, grievance redressal, communication, attitudes, financial aspects, reporting and data sharing etc.	
405	<b>Please tell us something about your clientele – their SES, educational backgrounds, and also how they negotiate the private and public health sectors and your services.</b>	
406	<b>Has this PPP had any effect on the community? If so please tell us about it.</b>  Explore if this facility has a position of vantage in the surrounding community and is reaching out benefits to the needy groups).  What are the big MNCH problems in the surrounding communities? Is this service linked with any of those problems and how?	
407	<b>Are you likely to continue with this PPP? Why? How can it be made more sustainable and draw more facilities into the fold?</b>	
<b>IN-DEPTH QUESTIONS ON DATA SHARING</b>		
500	<b>What records do you maintain of all the maternity, family planning and paediatric services offered in this facility (PPP and non PPP services)? How regularly are the record books completely updated?</b>  Probe for both the PPP services related data as well as data for other services. Check for maternity, newborn services, immunization, family planning and child illness management.  When were the data last updated – when was the most recent birth?	

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501	<p><b>Do you share any data on your services and users with government? Tell us about this.</b></p> <p>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</p> <p>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?</p>	
502	<p><b>What infrastructure do you have for maintaining and sharing data?</b></p> <p>Probe for  Staff: independent or multi tasking  Computers and software  Formats</p>	
503	<p><b>What in your view are some of the most critical data (indicators) on which private service providers should provide data to the government, whether PPP or non PPP? What more would you be willing to share, even if it is outside the scheme?</b></p>	
<b>BARRIERS AND ENABLERS TO HEALTH DATA SHARING</b>		
600	<p>Would you be sharing any of this data if you were not a part of the PPP? Why or why not?</p>	
601	<p>Are there <b>barriers and enablers</b> to private providers and facilities like yours 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><b>Communication and follow up from the public sector</b></p> <p><b>Rules and ways of working with the government</b>– do government rules and ways of working make it difficult to abide with the requirements?</p> <p><b>Data collection and management formats and procedures</b>  Do government data/HMIS <b>formats and procedures</b> enable or prevent 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>	

S.No.	Questions	Response
	<p>Do these issues stem from state-level barriers, district or lower level (through to individual level)</p> <p><b>Motivation and incentives</b></p> <p>Do public and private sector providers’ motivations and incentives prevent or enable data sharing? Which ones? How are these linked with the PPP scheme that you are a part of?</p> <p><b>Attitudes</b></p> <p>Do <b>private sector providers’ attitudes</b> 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 <b>government officials’ attitudes</b> 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>	
<b>OTHER INTERACTIONS WITH THE PUBLIC SECTOR</b>		
700	<p><b>Do you participate in any planning or decision making body/bodies at the block or district level?</b></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><b>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?</b></p>	
702	<p><b>Do you have any other informal interactions and discussions with public sector officials?</b></p> <p>Probe exhaustively about this – where, with whom, for what?</p>	
<b>SUGGESTIONS AND RECOMMENDATIONS</b>		
800	<p><b>What steps do you think government/private sector providers should take or can take to encourage more PPPs with the private sector (both for profit and not for profit)?</b></p> <p>Probe for individual providers at different levels and also for associations of providers.</p>	
801	<p><b>What steps do you think the government/private sector providers should take or can take to encourage more and better quality data sharing on MNCH?</b></p>	