

Professional Advice Network Study

Field Guide v. 1.0

21 June 2016

Purpose of the Qualitative Inquiry

- Clarify meaning of network data- differences between PHCUs, roles
- Understand why advice exchanges happen with certain members of a PHCU network and under what conditions
 - What advice do HCWs seek? Who do they go to for advice? Is advice exchanged? Why or why not? When and where does the advice exchange take place?
- Better understand the context of off-roster advice exchange:
 - Who seeks advice from these HCWs? Under what circumstances? Are they able to provide advice? Why or why not? When and where does this advice exchange take place?
 - When do PHCU HCWs go to non PHCU members for advice? Why? Are they able to have their questions answered? Why or why not? When and where does this advice exchange take place?
- Explore if existing advice networks meet the needs of the HCWs. Identify barriers and facilitators to seeking, receiving and/or providing advice.
- Gather information about specific advice seeking/giving exchanges to explore the contextual factors
- Opportunity to ID role of HC staff
 - Clarify if there were any structural explanations for the advice networks observed. Where there specific individuals in the Health Centre assigned to mentor/advise or supervise HEWs?

Overview of Data Collection process

Informed consent will be obtained and documented for all respondents.

Interviews will be conducted and recorded by two teams, an interpreter paired with a researcher both of whom will have an orientation conducted by the study coordinator. The interpreters are the individuals who supervised the quantitative network study data collection, and therefore are already familiar with the broader study goals and objectives and will have engaged with some of the healthcare workers being interviewed. The study coordinator has developed a semi-structured interview guide (see below). Probing will evolve based on responses.

During each interview field notes will be taken by the researcher, immediately after which expanded field notes will be written through discussion with the interpreter. These notes taken in English will summarize the interview and capture nuances of the interviews that may not be clear from transcripts alone (for example: body language, specific word choice and what that could mean, etc). To the extent possible debriefing sessions will take place over the phone with the study coordinator. When connectivity permits, expanded field notes will be emailed to the study coordinator.

Select recordings will be transcribed by the interpreters and translated by a third party. These will then be shared with the study coordinator for analysis. Only the questions and the respondents answers will be transcribed, not the translations provided by the interpreter to the researcher.

A PHCU Coversheet will be completed for each PHCU. This lists who was interviewed, documents any staff changes from the roster in the past 8 months and provides a forum for the research team to document any deviations from the outlined process.

Selection criteria

The selection of PHCUs and individuals has been purposive, guided by network findings to be explored. All of the 4 regions represented in the network study are included in the qualitative study. Approximately 5 individuals for each of the 4 PHCU selected have been identified for interviews. Respondents selected represent the range of network roles, cadres, experience levels and years in current role as well as engagement in the advice exchange network and use of off-roster advice networks. The most and least involved HEW in advice exchange will be selected from each PHCU. Some HCWs at health centres are not directly involved in maternal and newborn care, hence why those least involved in advice exchange is limited to HEWs.

Replacements have also been selected should the original individuals selected not be present. The reasons for using a replacement should be documented on the PHCU coversheet.

Data Collection

Ask health centre in charge if any health centre staff are assigned to engage, mentor or supervise specific HEW.

If yes, show roster (ask specifically who was assigned to supervise or mentor specific HEWs.)
Document on PHCU coversheet

Ask if there have been changes in staff in the past 8 months, document on the PHCU coversheet.

Contact selected respondents to schedule interviews. Go through the participant information sheet and obtain informed consent. Conduct interviews with selected staff using the interview guide. Researcher to write detailed notes on all questions asked and responses. After each interview, expand these field notes through discussion with the interpreter. Then type the expanded field notes for sharing with the study coordinator. After all interviews have been conducted, complete the PHCU coversheet, compile the informed consent sheets, backup the expanded field notes and the audio recordings.

Generic interview guide

Advice seeking theme

- In what situations do you go to another health care worker/colleague for advice related to maternal or newborn health? (Probe: are you usually with a patient at the time, or is it after a visit?)
- What kind of advice are you usually asking for?
- Who do you go to for advice? (Probe: ask if they work at the same facility or within the PHCU) Why do you go to them for advice?
- Are they usually able to provide advice, why or why not?
- What happens if that person doesn't know the answer to your questions?
- When and where does this advice exchange take place? Is it over the phone, e-mail or in person?

- How often do you seek advice?
- Are there reasons why you can't seek advice when you need to?
- Do you feel like your needs for professional advice around maternal and newborn health are met? Why or why not?
- Do you have someone you consider a mentor? Is this person an official supervisor or unofficial?

Actual most recent advice seeking exchange

- Tell me about the last time you went to someone for advice related to providing antenatal care? Probes: relationship with the individuals from whom advice was sought recently-- when originally met, under what context, when did they first go to them for advice; show original roster, ask them to identify this person. Ask type of advice, 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
- Tell me about the last time you went to someone for advice related to providing delivery care? (Probe)
- Tell me about the last time you went to someone for advice related to providing postnatal care? (Probe)
- Tell me about the last time you went to someone for advice related to providing newborn care? (Probe)

Advice giving theme

- Who comes to you for advice? Under what conditions? What kind of advice are they generally looking for related to maternal and newborn health?
- Are you 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?

Actual most advice giving interaction

- Tell me about the last time someone came to you for advice related to providing antenatal care? Probes: relationship with the individuals-- when originally met, under what context, when did they first come for advice; show original roster, ask them to identify this person. 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
- Tell me about the last time someone came to you for advice related to providing delivery care? (Probe)
- Tell me about the last time someone came to you for advice related to providing postnatal care? (Probe)
- Tell me about the last time someone came to you for advice related to providing newborn care? (Probe)