

Health Results Based Financing Impact Evaluation Lesotho 2015

Health Center Questionnaire

F3 - Exit Interview for Antenatal Care Visit

						1				
			DISTE	RICT NAME	DISTRICT CODE					
Г		GPS COORDINATES OF HEALTH CENTER			1					
	LATITUDE (NORTH)									
	<u>_</u>						RESULT OF THE INTERVIEW	INTERVIEW DONE		01
								PARTIALLY COMPLETED		02
NAME O	F HEALTH CENTER	LOCATION OF HEALTH CENT	ER				İ	PERSON IN CHARGE REFUSED INTERVIEW	V	03
								PERSON IN CHARGE IS OUT (STAFF THAT AUTHORIZED)		04
								FACILITY IS EMPTY (NO STAFF MEMBERS))	05
								HEALTH FACILITY NOT FOUND		06
		<u> </u>					t	OTHER, SPECIFY:		96
INTERVI	EWER	CODE	VISIT 1 DAY	MONTH	YEAR		LANGUAGE			
			VISIT 2 DAY	MONTH	YEAR	1	SESOTHO ENGLISH	01	_	
			VISIT 2 DAT	WONTH	TEAR		OTHER, SPECIFY:	96		
			VISIT 3 DAY	MONTH	YEAR		INTERVIEW	RESPONDENT		
SUPERV	/ISOR	CODE DAY	/ MONTH	YEAR	DATA ENTRY C	PERATOR	CODE	DAY MONTH	YEAR	-

IDENTIFIER

HC CODE

PATIENT NUMBER

(1)	Identification			RECORD RESPONSE	
	INTERVIEWER: REPORT THE FOLLOWING ABOUT THE HEALTH WORKER WHO ATTENDED THE PATIENT.				
(1.01)	ENTER HEALTH WORKER ID CODE FROM THE FACILITY STAFF ROSTER	FROM THE STAFF ROSTER IN FORM F1			
(1.02)	GENDER OF THE HEALTH WORKER	MALE	01		
		FEMALE	02		
(1.03)	POSITION AT THIS HEALTH CENTER	DOCTOR OR MEDICAL OFFICER	01		
		HEALTH CENTER ADMINISTRATOR / EXECUTIVE DIRECTOR	02		
		NURSE CLINICIAN	03		
		NURSE MIDWIFE	04		
		GENERAL NURSE	05		
		NURSE ASSISTANT	06		
		HEALTH ASSISTANT	07		
		SOCIAL WELFARE ASSISTANT	080		
		PHARMACY ASSISTANT	09		
		OTHER, SPECIFY:	96		
	INTERVIEWER: ASK THE FOLLOWING QUES				
	g to start the interview by asking you some quest	ions about yourself.		I	
(1.04)	Can you tell me how old you are?	YEARS			
(1.05)	Can you read and write?	YES	1		
		NO	2		
(1.06)	What is the highest level of education that you	No school	00		
	completed, and how many years (or grades) of school have you completed within that level?	Preschool	01		
	school have you completed within that level?	Primary School (STD 1-7)	02		
		Secondary School (FORM A-C)	03		
		High School (FORM D-E)	04		
		Teacher Training/Education in Technical			
		Subjects (YEAR 1-3)	05		
		University Education	06		
		Other, specify:	96		
		GRADE (NUMBER OF YEARS) COMPLET LEVEL			
(1.07)	What is your marital status?	Single	01 (2.01)		
, - /		Married/Living together	02]	
		Widowed	03 > (2.01)		
		Divorced/separated	04 (2.01)		

(1.08)	What is the highest level of education that your	No school	00	
	spouse / partner completed, and how many	Preschool	01	
	years (or grades) of school has your spouse / partner completed within that level?	Primary School (STD 1-7)	02	
	partner completed <u>within</u> that lever?	Secondary School (FORM A-C)	03	
		High School (FORM D-E)	04	
		Teacher Training/Education in Technical		
		Subjects (YEAR 1-3)	05	
		University Education	06	
		Other, specify:	96	
		GRADE (NUMBER OF YEARS) COMPLETED WITHIN THAT LEVEL		

(2)	Treatment and counseling		RECORD RESPONSE
(2.01)	During this visit to the health center, how many health workers provided care to you? This includes any doctors, nurses, pharmacist, lab technician, midwife, etc. who directly took care of you or provided you with advice or medicine.		KESF UNSE
(2.02)	What is the name of the (first) health worker who provided care to you?		
(2.03)	INTERVIEWER: ENTER HEALTH WORKER ID CODE FROM THE HEALTH CENTER STAFF ROSTER		
	INTERVIEWER: CHECK IF PATIENT SAW MORE THAN ONE HEALTH WORKER	IF PATIENT SAW MORE THAN ONE PROVIDER, ASK NAMES OF ALL PROVIDERS. OTHERWISE, ▶ (002).	
(2.04)	What is the name of the second health worker who provided care to you?		
(2.05)	INTERVIEWER: ENTER HEALTH WORKER ID CODE FROM THE FACILITY STAFF ROSTER		
(2.06)	What is the name of the third health worker who provided care to you?		
(2.07)	INTERVIEWER: ENTER HEALTH WORKER ID CODE FROM THE FACILITY STAFF ROSTER		
(2.08)	Do you have a bukana with you today? INTERVIEWER: IF YES: ASK TO SEE THE BUKANA.	Yes, seen 01 Yes, not seen 02 ► (2.12) No, bukana kept with facility 03 ► (2.12) No bukana used 04 ► (2.12)	
(2.09)	INTERVIEWER: CHECK BUKANA. INDICATE WHETHER THERE IS ANY NOTE OR RECORD OF THE CLIENT HAVING RECEIVED TETANUS TOXOID.	YES, 1 TIME 01 YES, 2 OR MORE TIMES 02	
	RECEIVED TETANOS TOXOID.	NO 03	
(2.10)	INTERVIEWER: HOW MANY WEEKS PREGNANT IS THE CLIENT, ACCORDING TO THE BUKANA?	# WEEKS	
(2.11)	INTERVIEWER: DOES THE BUKANA MENTION THE CLIENT'S BLOOD GROUP?	YES 1	
		NO 2	

(2.12)	How long have you been pregnant? (INTERVIEWER: RECORD MONTHS <u>OR</u> WEEKS)	a. WEEKS		
	WLLN3)	b. MONTHS		
(2.13)	Is this your first pregnancy?	YES	1	
		NO	2	
(2.14)	Is this your first antenatal visit at this health	YES	1 ▶ (2.16)	
	center for this pregnancy?	NO	2	
(2.15)	Including this visit, how many antenatal care visits have you had for this pregnancy to this health center?			
(2.16)	How many antenatal care visits have you had for this pregnancy to other health facilities?			
(2.17)	During this visit, were you weighed?	YES	1	
(0.10)		NO	2	
(2.18)	During this visit, was your height measured?	YES NO	2	
(2.19)	During this visit, did someone measure your blood pressure? INTERVIEWER, EXPLAIN: This is when someone wraps a wide cloth around your arm above your elbow and you	YES	1	
	feel squeezing and pressure on your arm, which is then released after some time.	NO	2	
(2.20)	During this visit, did you give a urine sample? INTERVIEWER, EXPLAIN: Did someone ask you to collect your urine in a small bottle or	YES	1	
	pot for some medical tests?	NO	2	
(2.21)	During this visit, did you give a blood sample? INTERVIEWER, EXPLAIN: Did someone prick your finger or your arm with a needle to	YES	1	
	collect blood for some medical tests?	NO	2	
(2.22)	During this visit, did you schedule your	YES	1	
	delivery in the facility?	NO	2	
(2.23)	During this visit, did the provider palpate your tummy? INTERVIEWER, EXPLAIN: Did the health worker make you lie down on a table or	YES	1	
	couch and touch your tummy?	NO	2	

(2.24)	During this visit, did the health worker	V	<u> </u>
	estimate your delivery or due date?	YES	1
		NO	2
	During this visit, was your uterine height measured? INTERVIEWER, EXPLAIN: This is when the provider measures your tummy	YES	1
	using a measurement tape.	NO	2
	During this visit, did a health worker ask for your blood type?	YES	1
	your blood type?	NO	2
	During this visit, did a health worker give you advice on your diet (this is, what to eat and	YES	1
	drink) during pregnancy?	NO	2 ▶ (2.29)
(2.28)	What did the health worker advise you to eat during pregnancy?	a. GREEN LEAFY VEGETABLES	
		b. MILK	
	INTERVIEWER: DO NOT CITE ANSWERS, BUT FOR EACH OPTION RECORD "1" IF MENTIONED, "2" IF NOT MENTIONED. YOU	c. MEAT AND POULTRY	
	MAY PROBE WITHOUT USING SPECIFIC ANSWERS (E.G., "ANYTHING ELSE?")	d. FRUITS AND NUTS	
		e. OTHER, SPECIFY:	
	During this visit, did a health worker give you iron pills, folic acid or iron with folic acid, or give you a prescription for them?	YES	1
	INTERVIEWER: SHOW THE CLIENT AN IRON PILL, A FOLIC-ACID PILL, OR A COMBINED PILL.	NO	2 ▶ (2.33)
(2.30)	INTERVIEWER: ASK TO SEE THE CLIENT'S IRON/FOLIC ACID/IRON WITH FOLIC ACID	SAW PILLS	01
	PILLS OR PRESCRIPTION FOR IT.	SAW PRESCRIPTION	02
		NO PILLS OR PRESCRIPTION	03
	During this or previous visits, has a health worker discussed with you the side effects of	YES	1
	the iron pill?	NO	2
	Please tell me any side effect of the iron pill that you know of.	a. NAUSEA	
	INTERVIEWER: DO NOT CITE ANSWERS, BUT FOR EACH OPTION RECORD "1" IF	b. BLACK STOOLS	
	MENTIONED, "2" IF NOT MENTIONED. YOU MAY PROBE WITHOUT USING SPECIFIC ANSWERS (E.G., "ANYTHING ELSE?")	c. CONSTIPATION	
	,	d. OTHER, SPECIFY:	

(2.33)	During this visit or previous visits, has a health worker asked you whether you had ever	YES	1	
	received a tetanus toxoid injection?	NO	2	
(2.34)	Have you ever received a tetanus toxoid injection, including one you may have	YES	1	
	received today?	NO	2 ▶ (2.36)	
(2.35)	Including any Tetanus Toxoid injection you received today, how many times in total during your lifetime have you received a Tetanus Toxoid injection? (INTERVIEWER: INJECTION MAY HAVE BEEN RECEIVED EITHER AT THIS FACILITY OR ELSEWHERE.)			
(2.36)	During this visit or previous visits, has a health worker talked with you about any signs of	Yes, during this visit	01	
	complications (danger signs) that should warn you of problems with the pregnancy?	Yes, during previous visit	02	
		No	03 ► (2.39)	
(2.37)	Please tell me any signs of complications (danger signs) during pregnancy that you know of. INTERVIEWER: DO NOT CITE ANSWERS, BUT FOR EACH OPTION RECORD "1" IF MENTIONED, "2" IF NOT MENTIONED. YOU MAY PROBE WITHOUT USING SPECIFIC	a. ANY VAGINAL BLEEDING b. FEVER c. SWOLLEN FACE, HANDS OR LI d. TIREDNESS OR BREATHLESSI e. SEVERE HEADACHE f. BLURRED VISION g. CONVULSIONS		
(0.00)	ANSWERS (E.G., "ANYTHING ELSE?")	h. LIGHTHEADEDNESS/DIZZINES i. SEVERE PAIN IN LOWER BELLY j. BABY STOPS MOVING OR REDUCED FETAL MOVEMENT k. BAG OF WATER BREAKS OR LEAKS I. DIFFICULTY BREATHING m. FOUL SMELLING DISCHARGE VAGINA n. OTHER, SPECIFY:	(
(2.38)	What did the health worker advise you to do if you experienced any of the warning signs during pregnancy? INTERVIEWER: DO NOT CITE ANSWERS, BUT FOR EACH OPTION RECORD "1" IF MENTIONED. "2" IF NOT MENTIONED. YOU MAY PROBE WITHOUT USING SPECIFIC	a. SEEK CARE AT FACILITY b. DECREASE ACTIVITY c. CHANGE DIET		
	ANSWERS (E.G., "ANYTHING ELSE?")	d. OTHER, SPECIFY:		

(2.39)	During this visit, did a health worker talk with you about using family planning after the birth of your baby?	YES	1	
	or your baby?	NO	2 ► (3.01)	
(2.40)	During this visit, did the health worker discuss with you any specific method of family	YES	1	
	planning?	NO	2 ▶ (3.01)	
(2.41)	Which family planning methods did the health	a. FEMALE STERILIZATION		
	worker discuss? INTERVIEWER: DO NOT CITE ANSWERS, BUT FOR EACH OPTION RECORD "1" IF MENTIONED, "2" IF NOT MENTIONED. YOU	b. MALE STERILIZATION		
		c. CONTRACEPTIVE PILL		
		d. INTRAUTERINE DEVICE (IUD)		
		e. INJECTABLE CONTRACEPTIVES)	
		f. IMPLANTS		
		g. MALE CONDOMS		
	MAY PROBE WITHOUT USING SPECIFIC	h. FEMALE CONDOMS		
	ANSWERS (E.G., "ANYTHING ELSE?")	i. DIAPHRAGM		
		j. FOAM / JELLY		
		k. LACTATIONAL AMENORRHEA		
		I. RHYTHM METHOD		
		m. WITHDRAWAL		

(3)	Patient travel and expenditure	Patient travel and expenditure			
(3.01)	How long did it take you to reach this health center from home today, one way in minutes?	MINUTES			
(3.02)	What was your primary mode of transportation today?	By foot	01 ▶ (3.04)		
	(<u>One way</u>)	Bicycle	02		
		Animal	03		
		Private car	04		
		Public car/bus	05		
		Private motorcycle	06		
		Taximoto	07		
		Other, Specify:	96		
		, , ,			
(3.03)	How much did it cost in Maloti for you to travel to the health center today, one way?	MALOTI			
(3.04)	How long did you wait in the health center before being seen in consultation by the health worker?	MINUTES			
(3.05)	Do you think the time you spent waiting was too long?	YES	1		
		NO	2		
(3.06)	How long did you spend with the health provider during the consultation?	MINUTES			
(3.07)	Are you currently covered under a health insurance	YES	1		
	scheme?	NO	2 ▶ (4.01)		
(3.08)	What type of health insurance is this? Is it Public, Private	Public	01		
	or both?	Private	02		
(2.00)	In the last 12 months, how many months have you have	Both	03		
(3.09)	In the last 12 months, how many months have you been enrolled in the insurance scheme that covers you now?	MONTHS. MAXIMUM 12.			

(4)	Patient satisfaction			
(4.01)	What was the two most important reason	LOCATION CLOSE TO HOME	01	
	you chose this health center today instead of	LOW COST	02	
	a different source of care?	TRUST IN PROVIDERS / HIGH QUALITY CARE	03	
	INTERVIEWER: DO NOT READ OPTIONS	AVAILABILITY OF DRUGS	04	
	ALOUD. ONLY TWO ANSWERS ARE ALLOWED.	AVAILABILITY OF FEMALE PROVIDER	05	
		RECOMMENDATION OR REFERRAL	06	
		OTHER, SPECIFY:	96	

I'm going to read you a series of statements regarding this health center. Please tell me if you agree, neither agree nor disagree or disagree with each statement. Some statements may not apply to your situation. Please let me know if a statement does not apply

INTERVIEWER: READ EACH STATEMENT TO THE RESPONDENT AND CIRCLE THE RESPONSE CODE FOR EACH QUESTION.

		Agree	Neither agree nor disagree	Disagree	Not applicable
(4.02)	It is convenient to travel from your house to the health center.	1	2	3	4
(4.03)	The health center is clean.	1	2	3	4
(4.04)	The health staff are courteous and respectful.	1	2	3	4
(4.05)	The health workers did a good job of explaining your condition.	1	2	3	4
(4.06)	It is easy to get medicine that health workers prescribe.	1	2	3	4
(4.07)	The transport fees for this visit to the health center were reasonable.	1	2	3	4
(4.08)	The amount of time you spent waiting to be seen by a health worker was reasonable.	1	2	3	4
(4.09)	You had enough privacy during your visit.	1	2	3	4
(4.10)	The health worker spent a sufficient amount of time with you.	1	2	3	4
(4.11)	The hours the health center is open are adequate to meet your needs.	1	2	3	4
(4.12)	The overall quality of services provided was satisfactory.	1	2	3	4

(5) Security and Trust

I'm going to read you a series of statements regarding security and trust in this health center. Please respond to the statements as you did above by confirming if you agree, neither agree nor disagree, or disagree with each statement. Some statements may not apply to your situation. Please let me know if a statement does not apply to you.

INTERVIEWER: READ EACH STATEMENT TO THE RESPONDENT AND RECORD THE RESPONSE CODE FOR EACH QUESTION.

		Agree	Neither agree nor disagree	Disagree	Not applicable	RECORD RESPONSE
(5.01)	The level of security in the health center area makes it difficult for people in the community to use available health services.	1	2	3	4	
(5.02)	The health workers in this facility are extremely thorough and careful.	1	2	3	4	
(5.03)	You trust in the skills and abilities of the health workers of this health center.	1	2	3	4	
(5.04)	You completely trust the health worker's decisions about medical treatments in this health center.	1	2	3	4	
(5.05)	The health workers in this health center are very friendly and approachable.	1	2	3	4	
(5.06)	The health workers in this health center are easy to make contact with.	1	2	3	4	
(5.07)	The health workers in this health center care about your health just as much or more than you do.	1	2	3	4	
(5.08)	The health workers in this health center act differently toward rich people than toward poor people.	1	2	3	4	
(5.09)	All in all, you trust the health workers completely in this health center.	1	2	3	4	

(6)	Questions about the household		RECORD RESPONSE
(6.01)	Does your household own any land, including land	YES 1	
	where you have a house?	NO 2	
(6.02)	For your home, what is the main material used for		a. Wall
	the following: Wall, Rooftop and Floor?	ASBESTOS 02	
		CORRUGATED IRON / METAL 03	
			b. Rooftop
	INTERVIEWER: DO NOT READ CHOICES	POLES / REED 05	
	ALOUD.	TILES / SLATES 06	
			c. Floor
	RECORD THE RESPONSE FOR EACH	WOOD / BAMBOO 08	
	SEPARATELY	EARTH / MUD 09	
		CONCRETE (CEMENT) 10	
		COVERED CONCRETE 11 CARDBOARD 12	
		CARDBOARD 12 OTHER, SPECIFY: 96	
(6.03)	How many rooms does your household have, Including rooms outside the main dwelling, not counting the kitchen and bathrooms? INTERVIEWER: DO NOT COUNT KITCHEN AND BATHROOM.		
(6.04)	How many people live in your household? INTERVIEWER: WRITE THE TOTAL NUMBER IN EACH CATEGORY.	a. Men 18 years and older	
		b. Women 18 years and older	
		c. Children & adolescents between 6 & 17 years	
		d. Children 5 years and below	
		e. Total	

(6)	Questions about the household (continued)	
(6.05)		
(0.03)	ASSETS. IF ZERO, RECORD ZERO AND GO TO NEXT ASSET.	RECORD RESPONSE
a	Radio/CD/cassette player?	
b	Television?	
С	Clothes iron?	
d	Electric stove?	
е	Gas stove?	
f	Paraffin lamp?	
g	Bed?	
h	Mattress?	
i	Cameras?	
j	Refrigerator / freezer?	
k	Dishwashers?	
I	Fans?	
m	Sewing machine?	
n	Table? (for dining?)	
0	Sofa?	
р	Land line telephone?	
q	Mobile / Telephone?	
r	Motorcycle?	
S	Bicycle?	
t	Truck or car?	
u	Wheelbarrow?	
V	Plough?	
Х	Hoes / harrows / axes ?	
(6.06)	How many [ANIMAL]s does your household own? IF ZERO, RECORD ZERO AND GO TO NEXT ANIMAL.	RECORD RESPONSE
a	Cattle?	
b	Goat?	
С	Sheep?	
d	Pig?	
е	Poultry (chicken, ducks, turkeys, etc.)?	
f	Game?	
g	Donkey?	
h	Horse?	
i	Oxen?	
j	Other, specify?	

(7)	Village Health Worker		RECORD RESPONSE
(7.01)		YES 1	
	your community?	NO 2 ► (8.01)	
(7.02)	Do you have both male and female Village Health Worker in your community?	Male VHW only 01	
		Female VHW only 02	_
		Both Male and Female 03	
(7.03)	In the last month, has any village health worker provided services to you while you were at the health post?	YES 1	
		NO 2	
(7.04)	In the last month, has any village health worker provided services to you while you were in your own home?	YES 1	
		NO 2	
(7.05)	In the last month, has any village health worker provided services to you while you were elsewhere in your community?	YES 1	
		NO 2	
(7.06)	INTERVIEWER: CHECK THE PREVIOUS 3 QUESTIONS TO SEE WHETHER RESPONDENT HAS USED SERVICES IN THE LAST MONTH	YES 1	
		NO 2 ► (7.08)	
(7.07)	What services did the VHW provide you?	a. PROVIDE IRON / FOLIC ACID TABLETS	
		b. PROVIDE TETANUS TOXOID IMMUNIZATION	
	INTERVIEWER: DO NOT READ OPTIONS ALOUD. FOR EACH OPTION, RECORD "1" IF MENTIONED, "2" IF NOT MENTIONED.	c. INFORMATION ON DANGER SIGNS DURING PREGNANCY	
		d. ADVICE ON EXCLUSIVE BREASTFEEDING	
		e. HEALTH EDUCATION OR PROMOTION	
		f. REFERRAL TO HEALTH CENTER	
		g. OTHER, SPECIFY:	

I'm going to read you two statements in relation to work done by the Village Health workers. Please indicate if you agree, neither agree nor disagree, or disagree with each statement.

	Agree	Neither agree nor disagree	Disagree	RECORD RESPONSE
(7.08) Village Health Worker(s) provide a valuable service in my community.	1	2	3	
(7.09) Village Health Worker(s) provide good quality service in my community	1	2	3	

(8)	Traditional Birth Attendant			RECORD RESPONSE
(8.01)	Do you know of any traditional birth attendant (TBA) in your	Yes	1	
	community?	No	2 ► END	
(8.02)	Have you used Traditional Birth Attendant services in the last month, either in your own home, in the community or in the health post?	Yes, at own home	01	
		Yes, at health post	02	
		Yes, in the community	03	
		Yes, both at home and in the health post	04	
		Yes, both at home and in the community	05	
		Yes, both in the health post and in the community	06	
		Yes, both at home, in the health post and the community	07	
		No	08 ▶ (8.04)	
(8.03)	What services did the TBA provide you?	a. IDENTIFY YOUR PREGNANCY		
		b. BRING YOU FOR ANTENATAL CHECKUP		
	INTERVIEWER: DO NOT READ OPTIONS ALOUD. FOR EACH OPTION, RECORD "1" IF MENTIONED, "2" IF NOT MENTIONED.	c. INFORMATION ON DANGER SIGNS DURING PREGNANCY		
		d. ESCORT TO HEALTH CENTER FOR DELIVERY		
		e. HEALTH EDUCATION OR PROMOTION		
		f. OTHER, SPECIFY:		

I'm going to read you two statements in relation to work done by the Traditional Birth Attendant (TBA). Please indicate if you agree, neither agree nor disagree, or disagree with each statement.

		Agree	Neither agree nor disagree	Disagree	RECORD RESPONSE
(8.04)	Traditional Birth Attendants provide a valuable service in my community.	1	2	3	
(8.05)	Traditional Birth Attendants provide good quality service in my community.	1	2	3	

THANK YOU FOR YOUR TIME