

## ARC FACILITY ASSESSMENT FOR PRIORITY HIGH-VOLUME SITES

**Data Collection Instructions for Module 1:** In-depth interview with nurse/midwife supervisors to assess implementation and quality of PMTCT and pediatric HIV services provided by nurses and midwives

### General Information

- This module comprises an in-person interview that will be conducted individually with one or more “key informants” (people considered to have special knowledge about the subject of the interview). In this case, key informants are clinical managers or supervisors of nurses and midwives who provide PMTCT and pediatric HIV services in the selected health facility.
- The supervisors’ participation is entirely voluntary. If they choose not to participate, it will not affect their job – either now or in the future. If they do participate, they may choose not to answer any question at any time.
- The interview should last no longer than 2 hours.
- The interview is intended to collect information on an annual basis. As such, the supervisors may be asked to participate in a follow-up survey approximately one year from now.

### Instructions for Interview Preparation

- 1) *Prior to arriving at the health facility*, please familiarize yourself with **all** the information in these instructions, **all** the information in the voluntary participation page, and **all** of the items in the interview guide. If you have any specific questions, contact the ARC Country Quad Member who is supporting this assessment (if you are this person, contact the ARC Faculty Member assigned to your ARC Country Quad).
- 2) *Prior to arriving at the health facility*, write the name and email of the ARC Facility Assessment Team Leader on the blank lines at the bottom of the voluntary participation information page. Also insert the name, institution, and email of the ARC Quad Team Member who is designated as the Quad contact for the assessment. If these roles are to be fulfilled by the same person (an ARC Quad Team Member), it is only necessary to complete the latter of these two lines.
- 3) *Prior to arriving at the health facility*, work with the facility administration to determine which supervisors will be invited to participate in an in-depth interview, and when these interviews will be conducted. All nurse managers or supervisors are eligible to participate; these supervisors are facility staff who work directly with nurses and midwives on a day-to-day basis, managing issues such as clinical performance and quality, scheduling, workload, etc. The goal is to conduct individual in-depth interviews with 2-3 supervisors in total; it is not required that all of these participants be nurses or midwives themselves, but at least one of them should also be a nurse or midwife, if possible.

*Note:* A supervisor who performs the role of a regular nurse or midwife at the facility *in addition* to his or her supervisory duties may participate in the interview, but would then be *ineligible* to participate in the questionnaire for nurses and midwives (Module 2 of the assessment).

- 4) *Prior to arriving at the health facility*, inquire about the English (or French, Portuguese) language proficiency and preferred language of the supervisors who will be invited to participate. If any of the selected supervisors are not fully proficient in English (or French, Portuguese), translate the voluntary participation page into the preferred language and use this translated version. Written translation of the interview guide is not required, but the facility assessment team should be prepared to conduct the in-depth interview in the preferred language of the participant.

- 5) *Upon arrival at the health facility*, confirm the identities of the supervisors who will be invited to participate and work with facility staff to locate a private place to conduct the interview. This location should minimize interruptions and distractions, and should allow the supervisor to feel comfortable answering questions.
- 6) *Upon arrival at the health facility*, prepare hard copies of the interview guide for each interview that will be conducted. First, on the line that appears after “Facility Name” (top right corner of each page), write an abbreviated name for the health facility. You can choose how to abbreviate the name, but make sure that the same abbreviation appears at the top of every page and that every copy of every page is labeled in this manner. For example, if the health facility is called “St. Francis Referral Hospital,” you could write “St. Francis” at the top of each page.

Next, for each individual interview you plan to conduct at the facility, write the number of the interview on each page of the interview guide (on the line next to “Interview #” that is adjacent to the facility name). For example, for the first interview, write a “1” on the line of each page; for the second interview, write a “2” on the line of each page; etc. Do NOT create a separate list that links any participants’ names to these numbers.

### **Instructions for Conducting the Interview**

- 1) *Before starting the interview*, confirm the supervisor’s preferred language and plan to conduct the voluntary participation process and interview in this language. In the unexpected event of a significant language barrier, do not proceed. If possible, try to identify another assessment team member who can conduct the voluntary participation process and interview in the preferred language.
- 2) *Before starting the interview*, also review the voluntary participation information page with the supervisor. Answer any questions the supervisor may have and give the page to him/her to keep in case questions arise in the future. Confirm whether or not the supervisor wishes to take part. If he/she agrees, proceed to the interview guide on page 1. If not, thank the supervisor for their time and consideration and end the process here.
- 3) Begin the interview by collecting all of the Facility Interview Information in Part 1, starting with question 1.1. **Do NOT write the participant’s name anywhere on the interview guide.** Record all the participant’s answers by writing in the space that corresponds to each question (located in the right column of the interview guide). Take care to write legibly so that all responses can be easily understood.
- 4) When finished with Part 1, move on to Part 2, first reading the paragraph at the start of this part (bottom of page 1) and then picking up with question 2.1.
- 5) When given the option of indicating “Yes,” “No,” or “Not sure,” check only ONE box that best reflects the participant’s answer.
- 6) Always remain alert for follow-up questions that occur *after* the initial question is answered. These questions appear in the right column following the “Yes,” “No,” and “Not sure” options and are dependent upon the initial answer provided by the participant. For example, the follow-up question for 2.3 (“What days of the week are these services provided?”) should only be asked if the participant responded “No” to the initial question in the left column.
- 7) When encountering questions that instruct you to “*Please describe,*” record the main points of the participant’s response in the space provided. If some responses are very lengthy, summarize these points as best you can. *Note:* If needed, you may use the back of the pages to record extra notes; just be sure to clearly label these notes with the corresponding question number.

- 8) When finished with Part 2, move on to Part 3, first reading the sentence at the start of this part and then and then picking up with question 3.1.
- 9) For questions 3.1, 3.3, and 3.5, first allow the participant to respond without probing. After the participant has provided their initial answer *and you have recorded it as such*, you may choose to briefly probe the participant about their thoughts regarding specific areas listed in the guide at the bottom of page 5. Whether to do so will depend on how much time you have left in the interview, and whether you feel that the specified areas should be explored in more depth.
- 10) Questions 3.7 and 3.8 have a suggested probe that appears after the initial question in the left column. Use these probes at your discretion.
- 11) When finished with Part 3, move on to Part 4, beginning with question 4.1. This is the last part of the interview guide.
- 12) If the participant responded, "I don't know" to questions 2.1, 2.7, or 2.12, ask if it would be possible for him/her to obtain this information from the health facility register. If the data can be obtained in a timely manner, enter the response/s in the space that is provided at the end of the guide (page 9).
- 13) Once reaching the end of the interview, thank the supervisor for their time and participation, and remind him/her of whom to contact in case any future questions or concerns arise.
- 14) Record any of your own notes or observations about the interview in the space provided at the end of the guide (page 9). These notes should include your overall impression of the interview, any difficulties you faced in conducting the interview (including questions that were confusing), and any areas that the participant seemed to feel particularly strongly about or emphasize over other areas.
- 15) Be careful to keep the completed interview form in a secure location until you can safely return it to a locked cabinet in your office, or to the office of the team member who is designated to collect these forms. The completed interview forms should be scanned at the earliest possible time and stored on a password-protected computer.

### **Tips for Conducting a Qualitative Interview with Key Informants**

- Ask only one question at a time.
- Be sure to ask all questions and record the answers to them unless the participant requests to skip a question, in which case you can write "skipped" in the space provided.
- If you feel you need more information about a particular interview topic, you may choose to prompt the participant by asking questions such as "why is that?" or "tell me more about..."
- Do not insert your personal ideas and opinions about the topics and questions discussed.

### **Use of Monetary Compensation**

Depending on your budget for the facility assessment, you may wish to offer the participants a small but reasonable amount of monetary compensation for their time and effort. For example, you might consider compensating participants at the equivalent rate of their work at the health facility. Whether and what amount of monetary compensation is offered should be determined by the ARC Country Quad Members and agreed upon with facility administration prior to data collection. According to this agreement, any funds should be distributed immediately after the assessment (or respective module) has been completed and before leaving the field.