ARC FACILITY ASSESSMENT FOR PRIORITY HIGH-VOLUME SITES

Data Collection Instructions for Module 3: Audit of facility programs and materials that support nursing and midwifery practice related to PMTCT and pediatric HIV services

General Information

- This module comprises a facility program and materials audit that will be conducted in-person with one or more "key informants" (people considered to have special knowledge about the subject of the questionnaire). In this case, key informants are nursing supervisors, nurse matrons, the PMTCT focal point, or other facility supervisors who have in-depth knowledge about existing facility-based structures that support nursing and midwifery practice related to PMTCT and pediatric HIV services (e.g., practice protocols, continuing professional development, clinical mentorship, task sharing, quality improvement activities, and data systems).

- **Complete only one questionnaire per facility**, **and interview supervisors together in one group at the same time**. If a group interview is not possible due to scheduling conflicts or other reasons, plan to follow up with other relevant supervisors individually to review the information gathered and complete the questionnaire.

- 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.

- Completion of the questionnaire 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 clinical supervisors (or managers/matrons/focal points) will be invited to participate in the group interview, and when this interview will be conducted. All supervisors involved with the delivery of clinical services by nurses and midwives at the health facility are eligible to participate, with the goal of conducting 1 group interview that includes 2-3 supervisors. Again, these supervisors should be selected based on their in-depth knowledge of existing facility structures that support nursing and midwifery practice related to PMTCT and pediatric HIV services (e.g., practice protocols, continuing professional development or CPD, clinical mentorship, task sharing, quality improvement activities, and data systems.

4) *Prior to arriving at the health facility*, inquire about the English (or French, Portuguese) language proficiency and the preferred language of the supervisors who will be invited to participate. If any of these supervisors are not 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 audit 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 group interview. This location should minimize interruptions/distractions, and should allow the supervisor(s) to feel comfortable answering questions.

6) *Upon arrival at the health facility*, prepare a single hard copy of the questionnaire. 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.

Instructions for Conducting the Group 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 page with each supervisor. Answer any questions the supervisor may have and give the page to him or her to keep in case any questions arise in the future. Confirm whether or not the supervisor wishes to take part. If he/she agrees, ask him/her to wait in the designated location OR provide information regarding the time and location of the group interview (if not taking place immediately). If the supervisor does not agree, thank him/her for their time and consideration and end the process here.

3) *Before starting the interview*, fill in all of the Facility Audit Information on page 1. **Do NOT write the participants' names anywhere on the questionnaire**.

4) Once the scheduled group of participating supervisors is assembled, begin the interview process by first reading the definitions listed towards the middle of page 1, including "PMTCT Services," "PMTCT B+," etc. Then start the interview by asking question 1.1 and proceeding in numerical order until the questionnaire is complete.

5) When encountering questions that instruct participants 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.

6) When given the option of indicating "Yes," "No," or "Not sure," check only ONE box that best reflects the consensus answer of the group.

7) Always remain alert for skip patterns that are conditional upon the participants' response. These instructions appear in the shaded line immediately following the corresponding questions. For example, in the below table, question 1.2 should be asked *only* if the participants answer "Yes" to the previous question (1.1).

1.1	Is there a *CPD* or *in-service training (IST) program* in place to provide on-going clinical training for nurses and midwives?	☐ Yes ☐ No ☐ In the planning stage

If "Yes," proceed to 1.2. If "No" or "In the planning stage," skip to PART 2.

1.2. Please describe any type of *continuing professional development (CPD) or in-service training (IST) programs* that are currently in place to provide on-going clinical training for nurses and midwives at this facility.

Some questions contain the same set of responses for two different services – namely, PMTCT B+ Services and Pediatric HIV Care. For example, see questions 1.3-1.6 in the table below. For these questions, first ask the participants to respond in regards to PMTCT B+ Services, and then ask them to respond to the same question in regards to Pediatric HIV Care. In summary – for this type of formatting, each question should be asked twice (once for each type of service).

When skip pattern instructions appear following this type of question, the subsequent question should only be asked for the services to which the participants answered "Yes." For example, in the below table, assume the participants replied "Yes" to question 1.5 for PMTCT B+ Services but "No" or "Not sure" for Pediatric HIV Care. You would then proceed to question 1.6, but *only* ask this question in relation to PMTCT B+. Alternatively, if the participants had responded "Yes" to question 1.5 for both services, you would then ask 1.6 for both services in accord. If their response was "No" or "Not Sure" for both services, you would skip immediately to Part 2.

When there are two questions in a sub-part (see 1.3 and 1.4 below), participants must answer "Yes" to the same service for *both questions* in order to proceed on to the next question. For example, assume that the participants responded "Yes" to question 1.3 for PMTCT B+ Services and "Yes" for Pediatric HIV Care. However, for question 1.4, they answered "Yes" to PMTCT B+ but "No" for Pediatric HIV Care. According to the instructions following question 1.4, you should then ask question 1.5, but *only* for PMTCT B+ Services (because the participants only responded "Yes" in this column for both questions). If the participants had instead responded "Yes" to both questions for both services, you would ask question 1.5 in regards to both services.

		PMTCT B+ Services	Pediatric HIV Care
1.3.	Are educational content, modules or *trainings available* for nurses and midwives on […]	☐ Yes ☐ No ☐ Not sure	☐ Yes ☐ No ☐ Not sure
1.4.	Are *trainers available* to teach nurses and midwives on content for […]	☐ Yes ☐ No ☐ Not sure	☐ Yes ☐ No ☐ Not sure

If "Yes" for either service, proceed to 1.5 <u>for that column</u>. If all "No" or "Not sure," skip to PART 2.

1.5.	Do nurses and midwives *receive routine CPD or IST* on […]	☐ Yes ☐ No ☐ Not sure	☐ Yes ☐ No ☐ Not sure

If "Yes" for either service, proceed to 1.6 <u>for that column</u>. If all "No" or "Not sure," skip to PART 2.

1.6.	Are the educational modules or trainings for […] *reviewed and aligned* to updates in national or global guidelines?	☐ Yes ☐ No ☐ Not sure	☐ Yes ☐ No ☐ Not sure

Note: Part 6 does not contain any skip patterns; as such, all of the questions in this part should be asked (even if the group responds "No" or "Not sure" to the question).

8) When finished with Part 1, proceed to Part 2, starting with question 2.1. Proceed through the remainder of the questionnaire in a similar manner.

9) There are a few questions at the end of Parts 4, 5, and 6 that assess the degree to which the supervisors agree or disagree with a particular statement (see questions 4.4.a. and 4.4.b. in the table below). For these questions, read the statement in the shaded section as it pertains to the first item below it (here, *Patient-provider interaction*), so you would read, "Please indicate how much you agree or disagree with the following statement: Nurses and midwives *routinely practice* according to facility policy, protocol, or guidelines for patient-provider interaction?" Check only the one box that best reflects the consensus of the group. Then, read this statement again in relation to the second item (*Patient's rights*) and check the single best box for that question. Proceed in a similar manner until all of these questions are finished.

	Please indicate how much you agree or disagree with the following statement: Nurses and midwives *routinely practice* according to facility policy, protocol, or guidelines for […]	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree
4.4.a.	*Patient-provider interaction*?	☐	☐	☐	☐
4.4.b.	*Patients' rights*?	☐	☐	☐	☐

10) Once reaching the end of the interview, thank the supervisors for their time and participation, and remind them of whom to contact in case of any future questions or concerns.

11) Record any of your own notes or observations about the interview in the space provided at the end of the guide (page 7). 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.

12) 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 has 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 Group Interview with Key Informants

- Ask only one question at a time.

- Allow participants time to discuss each question asked and reach consensus on the answer before recording their answer and moving on to the next question.

- 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.

- For the open-ended questions towards the beginning of each part, you may choose to prompt the participants about a specific topic if you feel you need more information. For example, you can ask 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.