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# QUESTIONNAIRE

## Improving care in health centers

This questionnaire is directed to health center \_\_\_\_\_

Function: \_\_\_\_\_

In this function since: \_\_\_\_\_

Date: \_\_\_\_\_



## Instructions

For answering the questions, please take the following in mind:

1. Please try to answer all questions.
2. Don't stay too long with one question.
3. Tick the box that you think best corresponds with reality
4. If you don't know the answer to a question, try to find out or skip the question
5. Questions are ordered by topic, as indicated by the headers
6. If you have any doubt how to answer a certain question, see the questionnaire manual
7. For any questions, contact Daan de Jong on 0786040748 or dr. NDAHINDWA Vedaste on 0788454613

## 1 Health Center

1. Which of these services does health center offer (please cross all that are offered)?

- Curative care for children
- Facility-based delivery service
- Child immunization
- Natural family planning
- Modern family planning
- Antenatal care
- Growth monitoring
- Services for STIs (sexual transmittable infections)

2. What is (approximately) the average monthly number of patients treated?

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3. Which sectors are the catchment area for this health center?

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4. Are there within this catchment area places from which it is difficult to come to the health center?

- No
- Yes, for approximately \_\_\_\_\_ % of the catchment population  
Please list the reasons for this difficulty in access here:

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## 2 Strategies to improve health

The following questions are necessary to get an insight in what strategies the health center has developed to meet the PBF-targets. Please try for all of the questions to list some strategies, of which you think they are improve to the care delivered. For some ideas of strategies, please consult the questionnaire manual page 2.

**1. What is the standard for antenatal consultations for your health center?**

a. The number of woman visiting for antenatal consultations is at least \_\_\_\_\_ a month.

The quality score of these consultations should at least be: \_\_\_\_\_ %

b. Please list the strategies the health center uses to reach this standard?

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**2. What is the standard for deliveries for your health center?**

a. The number of deliveries is at least \_\_\_\_\_ a month.

The quality score of these deliveries should at least be: \_\_\_\_\_ %

b. Please describe what is done to achieve these standard?

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**3. What is the standard for growth monitoring for your health center?**

a. The number of monitoring control consultations is at least \_\_\_\_\_ a month.

The quality score of these consultations should at least be: \_\_\_\_\_ %

b. Please list the strategies the health center uses to reach this standard?

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**4. What is the standard for family planning (natural+modern) for your health center?**

a. The number of family planning consultations is at least \_\_\_\_\_ a month.

The quality score of these consultations should at least be: \_\_\_\_\_ %

b. Please list the strategies the health center uses to reach this standard?

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**5. What is the standard for child immunization for your health center?**

a. The number of vaccinations is at least \_\_\_\_\_ a month.

The quality score of these consultations should at least be: \_\_\_\_\_ %

b. Please list the strategies the health center uses to reach this standard?

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**6. Please choose one of the strategies, which meets the following conditions**

NOTE: If there is no strategy meeting all items, please choose a strategy that meets most conditions.

- Introduced after 2005
- Preferably not a government initiative
- Preferably unique/characteristic for this area or health center
- Preferably for antenatal care or deliveries

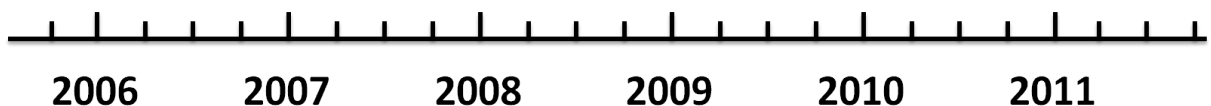
Please describe the strategy of your choice here and continue to section 3 with this strategy in mind.

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**7. When did the health center introduce this strategy?**

See in the questionnaire manual how to use the timeline



### 3 Specific strategy

PLEASE ANSWER THE QUESTIONS IN THIS SECTION WITH THE STRATEGY FROM QUESTION 6 OF THE PREVIOUS SECTION IN MIND

#### Why has the strategy been introduced?

1. To what extent do you agree with the following statements?

	Disagree	Neutral	Agree
There was already much known about this strategy from other health centers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It was already known which effects the strategy would have on the number of patients coming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The strategy was first tested with some personnel before everyone had to work with it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. What has been the reason(s) to implement this strategy (more answers possible)?

- To increase the number of patients treated
- To improve quality of care delivered
- To receive extra money from the PBF
- Advised by donor, NGO or the affiliated religious organization
- Because other health centers also introduced it
- To improve the image of the health center
- To better reach people that are normally not coming to the health center
- Government strategy
- Other: \_\_\_\_\_

3. The following factors influenced the choice for this strategy?

	No influence	Some influence	A lot of influence
PBF funding	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Competition between health centers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Government policies	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Favoured by personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Favoured by patients	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. Do you have any additional comments on why the strategy has been introduced?

If so, please list them here

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**How has the strategy been introduced?**

**5. How did you hear of this strategy (more answers are possible)?**

- I heard it from the staff of this health center
- I heard/saw it from another health center, namely: \_\_\_\_\_
- I heard it from another supervisor, namely the supervisor of health center: \_\_\_\_\_
- I heard it at a meeting. Please specify: \_\_\_\_\_
- I heard it from the government
- I heard of it through local media (newsletters, etc.)
- I heard of it through mass-media (newspapers, tv, etc.)
- Other \_\_\_\_\_
- Don't know

**6. How was the strategy implemented?**

- The supervisor took responsibility for the implementation
- The head of the health center took responsibility for the implementation
- Implementation was arranged during the management meetings
- One of the staff members was made responsible
- Other \_\_\_\_\_
- Don't know

**7. About the implementation of strategy: To what extent do you agree with the following statements?**

	Disagree	Neutral	Agree
<b>It was clear which steps had to be taken to implement this strategy</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The health center has the capacity to meet the increased number of patients</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>This strategy could easily be integrated in our working method</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>This strategy resulted in extra procedures for the personnel</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Implementation of this strategy was easy</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The introduction of this strategy clearly led to higher PBF revenues</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**8. Do you have any additional comments on how the strategy has been introduced?**

If so, please list them here

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**What is your opinion on the strategy?**

**9. Would you recommend this strategy to other health centers?**

- Yes
- Maybe
- No

**10. Has your health center been an example for other health centers?**

- Yes, for the health center(s): \_\_\_\_\_
- No

**11. About the results of the strategy: To what extent do you agree with the following statements?**

	Disagree	Neutral	Agree
Thanks to the strategy more PBF money is received	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The costs for the health center to implement this strategy are high	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using this strategy improves the image of the health center (compared to other health centers)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This strategy improves the quality of care the health center delivers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The strategy has led to a large increase in the number of patients treated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
This strategy has increased the number of patients coming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**12. Do you have any additional comments on your opinion of the strategy?**

If so, please list them here

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**13. Do you have any additional comments on the strategy itself?**

If so, please list them here

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## 4 Health center characteristics

### Resources

**1. Which types of funding does the health center receive (more answers possible)?**

- Government funding
- Insurance funding
- PBF funding
- Money from faith-based organizations
- Money from NGOs
  
- Other: \_\_\_\_\_

**2. Does the health center have a focus on specific services? (give maximal two)**

- No
- Curative care for children
- Facility-based delivery service
- Child immunization
- Family planning
- Antenatal care
- Growth monitoring
- Services for STIs (sexual transmittable infections)

**3. What is present in the health center on 'instrumentation' (please cross all present)?**

- Electricity
- Running water
- Freezer
- Sterilization apparatus
- Ambulance
- Incubator

**4. How would you indicate the supply of medicines?**

- Never a shortage of medicines
- Only few medicines which we are short of
- Many medicines which we are short of
- Short on all medicines
- Other \_\_\_\_\_

**5. Do you have any additional comments on the resources of the health center?**

If so, please list them here

Funding: \_\_\_\_\_

Focus: \_\_\_\_\_

Apparature and medicines: \_\_\_\_\_

## Personnel

### 6. What is your vision on the health care staff in the health center, regarding:

	Low	Medium	High
Motivation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Voice in policy of health centers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Entrepreneurially	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 7. What is your vision on the head of the health center?

Please only answer this when you are the supervisor of the health center

	Low	Medium	High
Risk-taking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Entrepreneurially	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Educational level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Motivation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Leadership	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Commanding personnel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Involvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### 8. Do you have any additional comments on the personnel of the health center?

If so, please list them here

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## Role of supervisor

### 9. Indicate to what extent you agree with the following statements if you agree?

a. It is the role of the supervisor to decide which changes should be made in the health center

Disagree	Neutral	Agree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

b. It is the role of the supervisor to assist the head and management team of the health center

Disagree	Neutral	Agree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

c. It is the role of the supervisor to control what is done within the health center

Disagree	Neutral	Agree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

d. The health center expect a lot of guidance from the supervisor

Disagree	Neutral	Agree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

e. The health center is able to take its own initiatives

Disagree	Neutral	Agree
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



**Communication with other health centers and hospital**

**14. Can you give an indication on how often the following meetings take place?**

	Weekly	Monthly	Quarterly	Yearly	Never/NA
Meetings between the supervisors within district	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informal meetings between supervisors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meetings of the management committee of the health center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meetings of the health committee of the health center	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Meetings between this and other health centers in the district	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Informal meetings between this and other health centers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**15. Which of these meetings is to your opinion most important for the spread of new initiatives?**

Please rank the most important three (by placing 1, 2 and 3 in the boxes)

- Meetings of the management committee of the health center
- Meetings of the health committee of the health center
- Meetings with other health centers in district
- Informal meetings with other health center
- Meetings with supervisors in district
- Informal meetings with other supervisors
- Other: \_\_\_\_\_

PROCEED TO THE FOLLOWING QUESTIONS WITH THE MOST IMPORTANT TYPE OF MEETING IN MIND

**16. Which health centers are represented in this meetings**

- All health centers of the district
- Select group, with health centers from same supervisor: \_\_\_\_\_
- Other, the health centers: \_\_\_\_\_

**17. Who is chairing these meetings?**

Function: \_\_\_\_\_

**18. Please rank the following groups in order of most input (1) to lowest input (6)**

- \_\_\_\_\_ Other health centers
- \_\_\_\_\_ This health center
- \_\_\_\_\_ Supervisors
- \_\_\_\_\_ District hospital
- \_\_\_\_\_ Government
- \_\_\_\_\_ Others: \_\_\_\_\_

**Other**

**19. Please rank the following actors on the one with most influence (1) on the health center's strategies to the lowest influence (7)**

- \_\_\_\_\_ Ministry of Health
- \_\_\_\_\_ Province authorities
- \_\_\_\_\_ District administration
- \_\_\_\_\_ District hospital
- \_\_\_\_\_ Health center itself
- \_\_\_\_\_ Health center committee
- \_\_\_\_\_ Community
- \_\_\_\_\_ Others: \_\_\_\_\_

**20. What is the number of the staff (only nurses and medical supporting staff)?**

- Total number of staff: \_\_\_\_\_
- Number of nurses A1: \_\_\_\_\_
- Number of nurses A2: \_\_\_\_\_
- Number of Lab technicians A2: \_\_\_\_\_
- Number of doctors: \_\_\_\_\_

**21. What percentage of the catchment population (population cible) has paid it's Mutuelles de santé in 2011?**

\_\_\_\_\_ % of the catchment population.

**22. You've reached the end of the questionnaire. Is there anything else you would like to share? If so, please list it here**

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Thank you very much for filling this questionnaire out. Please put your answers in the envelope, and hand it back over to the one who shared this questionnaire with you. In February you will receive the results of this research by email.