



Objectives of the Supplementary Community Assessment and Questions (Qualitative Study)

Main Objective

To conduct formative, supplementary community assessments in two villages in 5 districts in five regions to assess client/service user perception and satisfaction with services related to gender sensitivity, respectful care, youth friendliness and male engagement, operational systems, structures and staff capacity relevant to the USAID Boresha Afya interventions. Results from the assessments can further inform and refine project components, activities, and strategies on gender, RMC, YFS and male engagement.

Specific Objectives

1. To assess if facility infrastructure is accommodating the needs of all service users including women, men, adolescent girls and boys
2. To determine if services are equally assessable to women, men, adolescent girls and boys
3. To assess if client autonomy and wellbeing are respected regardless of gender and age
4. To assess if there relationships with service providers are cordial and respectful
5. To assess if clients' privacy and confidentiality are safeguarded and maintained by health care providers regardless of gender and age
6. To determine if client is denied services because he cannot pay fees
7. To assess if clients are provided with an opportunity to provide feedback on the services they use
8. To determine if the facility provides a welcoming male friendly environment including access to information
9. To determine if clients enjoy an environment free of sexual harassment or any other abuse
10. To assess the extent of friendly service provision to adolescents

Proposed Questions for the Supplementary Study Based On 10 Specific Objectives

Q1. Please tell me about the location of the health facility from your home or work.

Probe about:

- Distance from home to facility (hours of walking to reach facility)
- Means of transport to reach facility
- Location of the facility (observe if possible)
- Hours of services

Q2. Please tell me about the types of services available and how often they are provided at the health facility.

Probe about:

- FP, ANC, Delivery, post-natal, Child health (at what frequency? – Daily, once/week, twice/week,)
- Gender Based Violence care (eg waliopigwa, kubakwa, au kuumizwa kwa njia yoyote ile n.k)
- Emergency contraceptives in case one has been raped
- Where do GBV survivors start to get services? Explain normal practice
- Are there referral networks for gender based violence survivors? Mention them

Q3. Now I am going to ask specific questions about the health facility infrastructure.

Probe about:

- Are restrooms/toilets and bathrooms available for both men and women?
- Do patients share beds with another person (pre-natal, post-natal, pediatric words) or does each patient/client have their own bed?
- Do men and women, and adolescent girls and boys, receive their own beds, or do some of these groups more often share beds than others? Please describe.

Q4. Now we are going to discuss how providers at the health facility interact with their clients. How are clients treated at the facility.

Probe about:

- Providers welcome clients, greets the clients and offer the sit (explain about the practices)
- Client not left alone/unattended for long time without any reason (probe more about waiting time/time spent before client being attended)
- Client above 18 years do not require any family member/spouse to give consent for the any services
- Female client receives information about their health directly instead of through their male spouse, guardian etc.
- Care provided to clients based on first in first out
- Client choice of FP methods is respected regardless of marital status
- Information is provided about freedom to choose provider of their choice
- Available of female and male providers at the health facility for clients who prefer a particular gender
- Client choice of service provider (if available) is honoured
- Clients are asked if they would like to have a companion present
- Clients (pregnant women) are allowed to bring a companion of their choice with them:
 - during antenatal care clinics
 - during the day of birth
 - during post-natal clinics

- during Family planning services
- during HIV testing services (VCT and PMTCT)

Q5. What is your experience of privacy and confidentiality at this facility?

Probe about:

- Availability of separate rooms for confidential clients counselling with audial and visual privacy (at ANC clinics, labour room, PNC, PMTCT etc)
- Provider assure clients about confidentiality
- Leaving woman in labour unnecessary uncovered

Q6. What happens to clients who are not able to pay fees?

Probe about:

- Clients (adult, new born etc) detained at the facility due to inability to pay fee

Q7. How would you provide feedback about the quality of care you receive at the facility?

- Mention all methods you use to provide feedback.....
 - They may include – suggestion box, exit feedback form, hotline numbers ets

Probe about:

- If and how community members are involved in salting out and analysing complaints
- How feedback on complaints is provided to service users
- Provider informing clients about existence of the feedback mechanism

Q8. How is the environment at the facility for men?

Probe about:

- Encouraged and allowing fathers to accompany their children to clinic visits (For immunization, routine examination, treatments etc)
- Requested women to bring their male partners in ANC, labour, PNC, PMTCT and HIV test to be counselled together and receiving results together
- Education is provided in clinics to couples to encourage male partners help their wives in domestic chores
- Male partners are educated on the best way to influence decision making in the relationship in the family
- IEC materials geared towards men available services are displayed around facility about:
 - Voluntary Medical male Circumcision,
 - vasectomy,
 - VCT/PMTCT,

- Male condoms,
- Prevention of GBV,
- Encouraging joint – decision making with their partners in family issues (e.g. FP, fatherhood in child caring, resource use etc.)

Q9. Are clients enjoying an environment free of sexual harassment or any other abuse (ONLY ASK IF RESPONDENT IS ALONE – quantitative)

Probe about:

- If he/she ever heard a provider in this facility who abused a client by:
 - Slapping, pinching or pushing a client,
 - Using bad language/shouted at client or relatives of client during service provision (e.g. during ANC, labour and delivery, PNC)
 - Not consulted on care given (e.g. abdominal examination, PV etc.)
 - Intentionally delayed services to client
 - A woman left alone, deliver unassisted
 - Stitching episiotomy without lignocaine
 - Clients have to give a gift in exchange for care
 - Clients have to pay bribe of exchange of care
 - Exchange of sexual favour for the service received
 - Provide ask questions related to sexual behaviours in a non-judgemental manner

Q10. What are adolescent's and youth's experience at the health facility?

Probe about:

- Specific room for ASRH service provision
- Time allocated and known to adolescents and youth to access ASRH services
- Facility location – easily accessible to adolescents and youth
- Clear information about available services at facility
- Mean used to communicate available services to adolescents and youth
- ASRH educational materials designed to reach adolescents and youth
- Fee for services
- Age of adolescents who need consent from adult in order to get services
- Types of services which need consent from adult before giving service to adolescents and youth
 - Education and counseling regarding ASRH
 - Pregnant care and delivery
 - STIs counseling and treatment
 - Family planning

- Emergency contraceptives
- Post exposure prophylaxis for HIV
- Post abortion care and counseling
- Referral for any services
- Where else adolescents access ASRH information apart from health facilities?
- Adolescents/youth opportunities in providing feedback to the facility experience