

BASELINE IN-DEPTH INTERVIEW WITH NATIONAL LEVEL KEY INFORMANTS

MOHSW

Region: _____

Date: ____/____/____

Time start: ____:____ Time Finish: ____:____

Name of Interviewer: _____

Name of Recorder: _____

A. BASIC INFORMATION

First I will ask a few general questions about you, your background and your employment.

No.	Question	Response
1.	<i>DO NOT ASK. Indicate the sex of the respondent.</i>	1. Female 2. Male
2.	Write the title of the respondent	_____ _____
3.	What is the highest level of education you have completed?	1. PhD 2. Masters 3. Post graduate diploma 4. Advanced Diploma 5. Degree 6. Diploma 7. Other (<i>specify</i>):_____
4.	Do you have any medical qualification?	1. Yes 2. No →Skip to Q6
5.	What is your medical qualification? <i>Do not read. Mark only one</i>	3. Specialist doctor (<i>specify</i>) _____ 4. General Doctor (Medical Officer) 5. Assistant Medical Officer 6. Clinical Officer 7. Registered nurse 8. Nurse midwife 9. Public health nurse 10. Enrolled nurse 11. Clinical officer or nurse anesthetist 12. Other (<i>specify</i>)_____

No.	Question	Response
6.	How many years have you been working in the Tanzanian health system?	[] [] years
7.	How many years have you been working in this post?	[] [] years

B. Utilization of services

1. What in your opinion and experience are the main reasons that women choose not to deliver in a health facility?
2. How would you describe the relationship between the community and the health workers in the government health facilities?(Probe in what way)

C. Related current and previous programs

1. What kinds of national programs have been implemented to improve the quality of health care related to interpersonal care (patient-provider relationships, relationship between the community and the health system)? What have been the results of these programs? (*PROBE*: for both government and non government programs)

D. Rights and Regulations

1. What are the rights of patients in the health system?
2. What policies or guidelines exist to protect these rights?
3. What regulations are there regarding health worker performance?
4. How are violations of these regulations identified and addressed? (Probe: what is the communication between health facilities and the districts in regards to violations of regulations? How are violations reported?)
5. Can you provide examples of ways that health workers are held accountable for their practice? What are the disciplinary measures that are used?
6. How commonly are these measures used?
7. How successful have these efforts been in changing practice?
8. What is the role of the national government?
9. What is the role of health professional regulatory bodies (e.g. Tanzania Medical Council, Tanzania Nursing and Midwifery Council)? What is the role of health professional associations?

E. Understanding disrespect and abuse and its causes

1. What would you consider to be disrespectful or abusive care towards a patient?
2. Have you ever seen a patient experiencing disrespectful or abusive care from a health worker? What happened? What if anything did you do?
3. How common is disrespectful care or abuse towards patients? (Probe: specific for childbirth?)
4. Have you ever received a complaint about the actions of health providers? Have you ever taken action on a complaint about a health provider? What was done? What were the results?
5. Have you ever dealt with a case where a health provider was accused of abusive care? What was done? What were the results?
6. What do you think are the causes of disrespectful and abusive behavior? (Probe: between health workers and patients? Specific to childbirth?)

F. Recommendations

1. What do you think could be done to reduce the instances of disrespect and abuse? (PROBE: At national level? Regional level? At district level? At health facilities? In communities?)
2. Who do you think has the power to change the D&A that is happening?
3. What do you think they should do? (PROBE: At national level? At district level? At health facilities? In communities?)