

Annex 5: Survey Instruments (Cont'd)

Annex 5-B. Provider Interview Questionnaire (PIQ)

PROVIDER INTERVIEW QUESTIONNAIRE (PIQ)

INFORMED CONSENT FORM AND INFORMATION SHEET

Health Facility Staff

Title of Study: Lesotho Health Facilities Survey

Principal Investigators: Dr Bastiaan Remmelzwaal, Dr Mark Colvin, Ms Nthabiseng Chaka

Introduction: Greetings, my name is Our team is conducting a survey of health facilities in Lesotho.

Invitation to participate: We would like to invite you to take part in this research study.

Purpose of the study: The survey teams are carrying out a baseline study/situation analysis of 152 Health Facilities in Lesotho. By means of questionnaires they gather information about the operationality, service provision and quality of care at these facilities. The information will be used to inform the Ministry of Health and Social Services and their development partner Millennium Challenge Account (MCA) of the current situation at the health facilities. This study will be repeated after MOHSW/MCA have made improvements to the facilities, in particular the renovation of the buildings and training of the staff.

Participation is voluntary: It is your choice to take part in this study. If you decide not to take part, it will not affect you in any way. If you choose to take part in the study, you may change your mind at any time and stop being in the study or you may refuse to answer any particular question. Your participation is entirely voluntary.

Confidentiality: The study staff will do everything they can to keep your participation in the study private. Participation is anonymous and no names or other identifying information will be obtained or written on any report. None of your colleagues or supervisors will know what you have told us during this interview. All field staff have signed letters of confidentiality confirming that they will not tell anybody else what you have said.

Risks: There are no risks associated with participating in this study.

Benefits: There are no personal "benefits" to participating in this study. The study is aimed at helping to improve health services and so it is hoped that the community at large will benefit.

Contact details of Research Coordinators: If you have questions about this research study you may contact: Dr Bastiaan Remmelzwaal, Team Leader, Mobile 62460000, or Dr Mark Colvin, Mobile 63765591, or Ms Nthabiseng Chaka, Mobile 59447981.



Contact details of Ethics Committee administrator and chair: If you have any complaints or problems please contact the Ethics Committee, Ministry of Health and Social Services, Maseru.

Consent Statement: I have read this form, or someone has read it to me. I was encouraged to ask questions and given time to ask questions. I agree to be in this study. I know that after choosing to be in this study, I may withdraw at any time. My participation is voluntary.

By signing this consent form you agree to participate in the study.

Interviewee signature or mark _____

Interviewer signature _____

Interviewer name _____

Date of interview ____/____/____

Foromo ea tumellano ea basebetsi ba tla kenya letsoho lipatlisisong

Ka

Boemo ba litsi tsa Bophelo Lesotho

Baokameli ba Lipatlisiso: Dr Bastiaan Remmelzwaal, Dr Mark Colvin, Ms Nthabiseng Chaka

Selelekela: Lumela 'm'e/ntate, ke 'na re tlile mona ho etsa lipatlisiso ka litsi tsa bophelo tsa Lesotho. Re tl'o etela litsi tse 152 tsa Lesotho, ka maikemisetso a ho hlahloba maemo a tsona, hore na li sebetsa joang, li fana ka litsebeletso li fe, le hore na ke tsa boemo bo joang le thlokomelo e joang. Litaba tsena li tla fana ka leseli ho Lekala la Bophelo le Boiketlo ba Sechaba le balekane le bona nt'setsopeleng le Millennium Challenge Account (MCA).

Re o memela ke hona ho nka karolo lipatlisisong tsena. Tseba hore ha u oa qobelloa ho ba le seabo lipatlisisong tsena. 'Me u ka emisa ho nka karolo neng kapa neng ntle le ho lebella kotlo kapa ho kena litšenyehelong tsa mofuta ofe kapa ofe. Haeba u lumela ho nka karolo, o bolokolohing ba hore o ka tlohela neng kapa neng ha o s'o sa khotsofala. U bolokolohing ba ho se arabe lipotso tseo u utloang li sa utluisisi hantle.

Basebeletsi ba lipatlisiso ba tla sireletsa litaba tseo o ba bolelletseng tsona ka hohle-hohle. Ha ba na sebelisa lebitso la hau kapa boitsebiso bofe kapa bofe kae kapa kae. Kaofela ba itlamme ka mongolo hore re tla boloka lekunutu e le hore o kholisehe hore ha ba na ho fetisa boitsebiso ba hao le ha e le litaba tsa hao ho batho ba se nang seabo lipatlisisong tsena.

Ha hona bothata boo u ka kopanag le bona ka ho kenela lipatlisiso tsena. Ha hona litsiane tseo u tla li fumana ha u kenela lipatlisiso tsena. Lipatlisiso li reretsoe ho ntlafatsa lit'sebeletso, 'me sechaba kaofela se tla fumana molemo.

Ha u na le lipotso tse ling ka lipatlisiso tsena, u ka ikopanya kapa oa botsa batho ba lateleng: Dr Bastiaan Remmelzwaal, (62460000), kapa Dr Mark Colvin, (63765591), kapa Ms Nthabiseng Chaka, (59447981).

Ha o na le li tletlebo kapa hose khotsofale u ka letsetsa Molula setulo oa komiti ea maits'oaro, Lekaleng la Bophelo le Boiketlo ba Sechaba, Maseru.

Boitlamo: Ke balile/baletsoe foromo ena. Ke ile ka khotsofetsoa ho kenya letsoho lipatlisisong tsena molemong oa naha ka kakaretso. Ke ile ka fuoa nako ea ho botsa moo ke sa utloising. Ke lumela ho kenela lipatlisiso tsena. Ke utloisisa hape hore nka khaotsa neng kapa neng ha ke sa khotsofala. Ka hona ke ithaopa ho kenela boithuto bona.

U kopuo a ho tekena ka tlase mona ha u lumela ho kenya letsoho lipatlisisong tse na.

Motekeno oa motho ea arabang lipotso _____

kapa

Lebitso la motho ea botsang lipotso _____

Letsatsi: __/__/__

Facility Identification

<i>Facility ID</i>	
<i>Name of Health Facility</i>	
<i>District</i>	

Respondent Identification

<i>Name of Person in Charge</i>	
<i>Function</i>	
<i>Name of Respondent (if different from above)</i>	
<i>Function</i>	

Special Programme Day

No Special Programme Day (Normal Clinic Day)	1	Chronic Illnesses	5
Under 5 Clinic	2	Family Planning Clinic	6
ANC 1 st Visit	3	Other	9
ANC Follow-up Visit	4		

Research Assistant/Supervisor/Data Clerk Identification

<i>Name of Research Assistant</i>		Date of Survey	DD/MM/YY
<i>Survey START Time</i>	HH:MM	<i>Survey FINISH Time</i>	HH:MM
<i>No. Visit to this HF</i>	① 1 st Visit	② 2 nd Visit	③ 3 rd Visit
<i>Name of Supervisor</i>		Date Checked	DD/MM/YY
<i>Name of Data Clerk</i>		Date Captured	DD/MM/YY

Human Resources

Health workers are the most important resource in the health service sector. This assessment considers three aspects of Human Resources Development and Management, that are indicative of the current situation. These aspects are: (i) Staffing levels and patterns, (ii) Staff training and competencies, and (iii) Staff satisfaction.

Staffing Levels and Patterns

For the purpose of this survey, the minimum required staffing levels (FTE) are defined as follows: For Health Centres: 1 Nurse Clinician, 1 Professional Nurse and 1 Nursing Assistant; For District Hospital OPDs: 1 or more Professional Nurses (depending on size of hospital), 2 Nursing Assistants (at least) and 1 Doctor (Hospital based).

REF	QUESTION	VARIABLES	CODE	COMMENTS
HR001	OPD ONLY: How many full time PROFESSIONAL NURSES are working at your facility?	Enter a number>		
HR002	How many full time NURSE CLINICIANS are working at your facility?	Enter a number>		
HR003	How many full time NURSING SISTERS ⁷ are working at your facility?	Enter a number>		
HR004	How many full time NURSING ASSISTANTS are working at your facility?	Enter a number>		
HR005	How many ENVIRONMENTAL HEALTH ASSISTANTS are working at your facility?	Enter a number>		
HR006	On average, HOW MANY PATIENTS does the facility attend to, ON A NORMAL DAY?	Enter a number>		
HR007	On average, HOW MANY PATIENTS does the facility attend to, ON A BUSY DAY?	Enter a number>		

Staff Training and Competencies

The lack of in-service training of health workers negatively affects their motivation and job satisfaction. It is therefore important to find out the level of satisfaction with regard to training provision and whether the staff is aware of training opportunities.

REF	QUESTION	VARIABLES	CODE	COMMENTS
HR008	How many of the full time nursing staff at the facility have received IN-SERVICE TRAINING during the past 12 months?	Enter a number>		

⁷ Also named: Registered Nurses

REF	QUESTION	VARIABLES	CODE	COMMENTS
HR009	How many of the full time nursing staff at the facility have received IN-SERVICE TRAINING during the past 3 YEARS?	Enter a number>		
HR010	WHO PROVIDED the Last In-service Training?	MOHSW	1	
		Clinton Foundation	2	
		Baylor	3	
		ICAP	4	
		EGPAF	5	
		PIH	6	
		HSS Project	7	
		Other	8	
	n/a, don't remember	9		
HR011	Do you have a copy of the document 'CONTINUING EDUCATION PLAN, MOHSW, 2011-2012'	Yes	1	
		No	2	
		Don't know	9	
HR012	Do you have relevant and up-to-date INFORMATION from the MOHSW regarding available TRAINING OPPORTUNITIES?	Yes	1	
		No	2	
		Don't know	9	
HR013	Was TRAINING given to the staff thought to be APPROPRIATE AND APPLICABLE to the current job?	Yes	1	
		Reasonably	2	
		No	3	
		n/a, don't remember	9	

Staff Satisfaction

There are many reasons that cause health workers to be dissatisfied with their work situation. This section asks about some of the main reasons that are thought to have a bearing on worker satisfaction.

REF	QUESTION	VARIABLES	CODE	COMMENTS
HR014	Are you satisfied with the WORKING CONDITIONS for the nursing staff at the facility? ⁸	Very Satisfied	1	
		Somewhat Satisfied	2	
		Neutral	3	
		Less than Satisfied	4	
		Dissatisfied	5	
HR015	Are you satisfied with your HOUSING ARRANGEMENTS ?	Very Satisfied	1	
		Somewhat Satisfied	2	
		Neutral	3	
		Less than Satisfied	4	
		Dissatisfied	5	

⁸ Use the scale: (i) Very satisfied, (ii) Somewhat satisfied, (iii) Neutral, (iv) Less than satisfied, (v) Dissatisfied

REF	QUESTION	VARIABLES	CODE	COMMENTS
HR016	Are you satisfied with your SALARY?	Very Satisfied	1	
		Somewhat Satisfied	2	
		Neutral	3	
		Less than Satisfied	4	
		Dissatisfied	5	
HR017	Are you satisfied with your FINANCIAL INCENTIVES AND ALLOWANCES?	Very Satisfied	1	
		Somewhat Satisfied	2	
		Neutral	3	
		Less than Satisfied	4	
		Dissatisfied	5	
HR018	Are you satisfied with the CAREER PATH AND PROMOTION OPPORTUNITIES for the nursing staff?	Very Satisfied	1	
		Somewhat Satisfied	2	
		Neutral	3	
		Less than Satisfied	4	
		Dissatisfied	5	
HR019	Are you generally satisfied with the QUALITY OF THE IN-SERVICE TRAINING over the past 12 months?	Very Satisfied	1	
		Somewhat Satisfied	2	
		Neutral	3	
		Less than Satisfied	4	
		Dissatisfied	5	

Equipment and Supplies

The management of pharmaceutical and medical devices is among the key areas that contribute to health system performance. An important performance area in the pharmaceutical management system is the proper storage and distribution of medicines and medical products. This study focuses on the availability of (i) essential pharmaceuticals, and (ii) essential equipment.

Essential Pharmaceuticals

The WHO describes *Essential Medicines* as those that satisfy the priority health care needs of the population.

REF	QUESTION	VARIABLES	CODE	COMMENTS
ES001	What do you use for stock inventory management?	Bin card	1	
		Computer	2	
		None	9	
ES002	What do you use to record DISPENSING OF MEDICINES?	Tally sheet	1	
		Computer	2	
		other	9	

Do you have these following PHARMACEUTICALS IN STOCK and if so, are they EXPIRED?

REF	ITEM		VARIABLES	CODE	COMMENTS
ES003	ORAL REHYDRATION SALTS	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES004		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	
ES005	MULTIVITAMINS TABLETS	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES006		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	
ES007	IRON TABLETS	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES008		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	
ES009	COTRIMOXAZOLE 960mg	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES010		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	
ES011	BENZATHINE PENICILLIN	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES012		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	
ES013	COMBIVIR FOR ADULTS	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES014		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	

REF	ITEM		VARIABLES	CODE	COMMENTS
ES015	COMBIVIR FOR CHILDREN	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES016		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	
ES017	DIDANOSINE 400mg	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES018		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	
ES019	NEVIRAPINE SYRUP	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES020		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	
ES021	STOP TB COMBINATION	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES022		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	
ES023	DEPO-PROVERA INJECTABLES	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES024		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	
ES025	MALE CONDOMS	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES026		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	

REF	ITEM		VARIABLES	CODE	COMMENTS
ES027	FEMALE CONDOMS	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES028		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	
ES029	RAPID HIV TEST KIT	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES030		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	
ES031	GLUCOSE STICKS	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES032		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	
ES033	LATEX GLOVES	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES034		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	
ES035	ENSURE/PEDIASURE	STOCK	Yes	1	
			No	2	
			Don't know	9	
ES036		EXPIRED	Yes	1	
			No	2	
			n/a (out of stock)	9	
ES037	Do you have the following PHARMACEUTICALS IN STOCK"	Measles vaccine	Yes	1	
			No	2	
			n/a (out of stock)	9	
		Pentavalent vaccine	Yes	1	
			No	2	
			n/a (out of stock)	9	

Essential Equipment

The World Health Organization (WHO) refers to essential medical equipment as basic equipment needed for a specified health service delivery.

REF	QUESTION	VARIABLES	CODE	COMMENTS
ES038	Does your facility have a functioning REFRIGERATOR FOR VACCINES? ⁹	Yes	1	
		No	2	
		Yes, not functioning	3	
		Don't know	9	
ES039	Does your facility have a functioning ADULT WEIGHING SCALES?	Yes	1	
		No	2	
		Yes, not functioning	3	
		Don't know	9	
ES040	Does your facility have a functioning INFANT WEIGHING SCALES?	Yes	1	
		No	2	
		Yes, not functioning	3	
		Don't know	9	
ES041	Does your facility have a functioning BLOOD PRESSURE METER?	Yes	1	
		No	2	
		Yes, not functioning	3	
		Don't know	9	
ES042	Does your facility have a functioning GLUCOMETER?	Yes	1	
		No	2	
		Yes, not functioning	3	
		Don't know	9	
ES043	Does your facility have a functioning HB METER?	Yes	1	
		No	2	
		Yes, not functioning	3	
		Don't know	9	
ES044	Does your facility have a functioning STETHOSCOPE?	Yes	1	
		No	2	
		Yes, not functioning	3	
		Don't know	9	
ES045	Does some of the MEDICAL EQUIPMENT need MAINS ELECTRICITY SUPPLY to function?	Yes	1	
		No	2	
		Don't know	9	
ES046	Do you have at least 2 sets of SPARE BATTERIES (sealed) for your medical devices?	Yes	1	
		No	2	
		Don't know	9	

⁹ On the day of this survey (same applies to all equipment items)

REF	QUESTION	VARIABLES	CODE	COMMENTS
ES047	Do you keep an up-to-date INVENTORY OF EQUIPMENT?	Yes	1	
		No	2	
		Don't know	9	
ES048	Are you Satisfied with the SUPPORT from the DISTRICT for EQUIPMENT MAINTENANCE & REPAIR?	Very Satisfied	1	
		Somewhat Satisfied	2	
		Neutral	3	
		Less than Satisfied	4	
		Dissatisfied	5	

Operationality

In order to assess operationality of HFs, this study will focus on three aspects, being (i) the routine data collection and utilisation of the Health Management Information System (HMIS), (ii) the management of medical records at the facility, and (iii) Compliance with Health Care Waste Management (HCWM) practices.

Health Management Information System

Health or Medical Informatics is the scientific field that deals with biomedical information, data, and knowledge - their storage, retrieval, and optimal use for problem solving and decision making. The MOHSW is building a decentralised and integrated health data management system which, when fully operational, should capture relevant data on the MOHSW core business and generate the necessary benchmarks for performance measurement.

REF	QUESTION	VARIABLES	CODE	COMMENTS
OP001	Is the document 'MOHSW HMIS POLICY GUIDELINE, 2003' available at the facility?	Yes	1	
		No	2	
		Don't know	9	
OP002	Is the document 'MOHSW HMIS STRATEGIC PLAN 2008-2012' available at the facility?	Yes	1	
		No	2	
		Don't know	9	
OP003	Is the document 'ICD10 CODES' available at the facility?	Yes	1	
		No	2	
		Don't know	9	
OP004	Are 'ANC TALLY SHEETS' available at the facility?	Yes	1	
		No	2	
		Don't know	9	
OP005	Is a 'MOHSW LESOTHO DELIVERY REGISTER' available at the facility?	Yes	1	
		No	2	
		Don't know	9	
OP006	Is a 'MOHSW OUT PATIENT MONTHLY SUMMARY FORM' available at the facility?	Yes	1	
		No	2	
		Don't know	9	

REF	QUESTION	VARIABLES	CODE	COMMENTS
OP007	Is a 'MOHSW MENTAL HEALTH OUT PATIENT MONTHLY SUMMARY FORM' available at the facility?	Yes	1	
		No	2	
		Don't know	9	
OP008	Are GRAPHED INDICATORS displayed anywhere in the facility?	Yes	1	
		No	2	
		Don't know	9	
OP009	Is any SUMMARY ANALYSIS of patient information done ON SITE?	Yes	1	
		No	2	
		Don't know	9	
OP010	Is SUMMARY DATA routinely FED BACK TO THE FACILITY by district or central?	Yes	1	
		No	2	
		Don't know	9	

Medical Records Management

Good record keeping is an integral part of clinical care. The quality of record keeping is an indication of the standard of clinical practice. Record keeping is particularly important for patients with chronic diseases such as diabetes, HIV and TB.

REF	QUESTION	VARIABLES	CODE	COMMENTS
OP011	Are PATIENT RECORDS kept on site for TB PATIENTS?	Yes	1	
		No	2	
		Don't know	9	
OP012	Are PATIENT RECORDS kept on site for HIV+ PATIENTS on PRE-HAART and/or HAART?	Yes	1	
		No	2	
		Don't know	9	
OP013	Is there STORAGE SPACE for PATIENT RECORDS, such as a filing cabinet or other filing system?	Yes	1	
		No	2	
		Don't know	9	

Health Care Waste Management

This Section of the assessment considers compliance with Health Care Waste Management (HCWM) practices at the facility level. The present system in the health care facilities is based on the National Health Care Waste Management (NHCWM) Plan recommendation of the 3-bin System. The 3-bin system relies on the colour coding of black liners for Health Care General Waste (HCGW), red / yellow liners for Health Care infectious waste and a cardboard sharps safety box for the disposal of the sharps.

REF	QUESTION	VARIABLES	CODE	COMMENTS
OP014	Do you consistently use SEPARATE CONTAINERS FOR SHARPS?	Yes	1	
		No	2	
		Don't know	9	

REF	QUESTION	VARIABLES	CODE	COMMENTS
OP015	Do you consistently use SEPARATE CONTAINERS FOR MEDICAL WASTE?	Yes	1	
		No	2	
		Don't know	9	
OP016	Do you consistently use SEPARATE CONTAINERS FOR NON-MEDICAL WASTE?	Yes	1	
		No	2	
		Don't know	9	
OP017	How do you DISPOSE SHARPS?	Incinerated on site	1	
		Burned and buried on site	2	
		Buried on site	3	
		Collected by Specialist Company	4	
		Other, specify	9	
OP018	How do you DISPOSE MEDICAL WASTE?	Incinerated on site	1	
		Burned and buried on site	2	
		Buried on site	3	
		Collected by Specialist Company	4	
		Other, specify	9	
OP019	Do you have a STANDARD OPERATION PROCEDURE (SOP) for EXPIRED MEDICINE MANAGEMENT?	Yes	1	
		No	2	
		Don't know	9	
OP020	How are EXPIRED MEDICINES handled?	Collected by Supplier	1	
		Incinerated	2	
		Burned and buried	3	
		Dissolve in water and flash in toilet	4	
		Don't know	9	
OP021	Does the facility have a properly FUNCTIONING INCINERATOR/BRICK FURNACE on site?	Yes	1	
		No	2	
		Don't know	9	
QC022	HOW MANY of the NURSING STAFF at the facility has received TRAINING IN HCWM during the past 36 months?	Enter number>		
OP023	Is there a REPORTING AND RECORDING SYSTEM in place for WASTE MANAGEMENT at the facility?	Yes	1	
		No	2	
		Don't know	9	

Service Provision

The policy framework for the provision of health services in Lesotho is articulated through the Government of Lesotho (GOL) National Vision 2020, which states that “The country will have a good quality health system with facilities and infrastructure accessible and affordable to all Basotho, irrespective of income disabilities, geographical location and wealth. Health personnel will provide quality health service”.

Essential Services

There are a variety of clinical guidelines and other documents which provide guidance on the nature and extent of health services to be provided at health centre level. Of significance is the Lesotho Essential Services Package, which details essential Public Health interventions, Communicable Disease Control, Sexual and Reproductive Health, Essential Clinical Services and Social Welfare.

REF	QUESTION	VARIABLES	CODE	COMMENTS
SP001	FOR HEALTH CENTRES: HOW MANY TIMES HAS A DOCTOR VISITED the facility during the PAST 3 MONTHS?	Enter number>		
SP002	Is the DOCUMENT ‘INTEGRATED MANAGEMENT OF CHILDHOOD ILLNESSES GUIDELINES’ available at the facility?	Yes	1	
		No	2	
		Don’t know	9	
SP003	Is the DOCUMENT ‘INFANT AND YOUNG FEEDING POLICY, 2010’ available at the facility?	Yes	1	
		No	2	
		Don’t know	9	
SP004	Does the facility provide ROUTINE FAMILY PLANNING SERVICES?	Yes	1	
		No	2	
		Don’t know	9	
SP005	Are CLINICAL GUIDELINES for STI diagnosis and treatment AVAILABLE on Site?	Yes	1	
		No	2	
		Don’t know	9	
SP006	Are CLINICAL GUIDELINES for STI Diagnosis and Treatment DISPLAYED on the Wall?	Yes	1	
		No	2	
		Don’t know	9	
SP007	Are BABIES DELIVERED on site?	Yes	1	
		No	2	
		Don’t know	9	
SP008	What are the NORMAL OPENING DAYS of the facility?	Mon-Fri	1	
		Mon-Sat	2	
		Mon-Sun	3	
SP009	Do you OPEN your facility for EMERGENCY CASES?	Yes	1	
		No	2	
		Don’t know	9	
SP010	Is DENTAL CARE routinely provided at the facility?	Yes	1	
		No	2	
		Don’t know	9	

REF	QUESTION	VARIABLES	CODE	COMMENTS
SP011	How many DAYS PER WEEK is DENTAL CARE provided?	Enter number>		
SP012	Are FOOD SUPPLEMENTS (Ensure/Pediasure/Plumpynut) routinely given to CHILDREN who meet the criteria?	Yes	1	
		No	2	
		Don't know	9	
SP013	Are FOOD SUPPLEMENTS routinely given to HIV+ CLIENTS who meet the criteria?	Yes	1	
		No	2	
		Don't know	9	
SP014	Are FOOD PACKAGES given to FAMILIES IN NEED?	Yes	1	
		No	2	
		Don't know	9	
SP015	HOW MANY TIMES has a SOCIAL WORKER visited the facility during the past 3 MONTHS?	Enter number>		
SP016	Do you make REFERRALS to the SOCIAL WELFARE Department?	Yes	1	
		No	2	
		Don't know	9	
SP017	Are DAILY SERVICES available for Known PSYCHIATRIC PATIENTS?	Yes	1	
		No	2	
		Don't know	9	
SP018	Has in-service TRAINING ON MENTAL HEALTH been provided to facility staff in the last year?	Yes	1	
		No	2	
		Don't know	9	
SP019	Does your facility perform MEDICAL MALE CIRCUMCISION on site	Yes	1	
		No	2	
		No sure	9	
SP020	Do you offer IMMUNISATION to children everyday that the clinic is open?	Yes	1	
		No	2	
		No sure	9	

EDUCATIONAL TALKS during PAST MONTH

REF	ITEM	VARIABLES	CODE	COMMENTS	
SP021	During the PAST MONTH, did you provide EDUCATIONAL TALKS to groups of patients?	Yes	1		
		No	2		
		Don't know	9		
SP022	HIV/AIDS	EDUCATIONAL TALKS	Yes	1	
			No	2	
			Don't know	9	

REF	ITEM	VARIABLES	CODE	COMMENTS	
SP023	HEART DISEASES	EDUCATIONAL TALKS	Yes	1	
			No	2	
			Don't know	9	
SP024	NUTRITION	EDUCATIONAL TALKS	Yes	1	
			No	2	
			Don't know	9	
SP025	ALCOHOLISM	EDUCATIONAL TALKS	Yes	1	
			No	2	
			Don't know	9	
SP026	TOBACCO ADDICTION	EDUCATIONAL TALKS	Yes	1	
			No	2	
			Don't know	9	
SP027	ROAD TRAFFIC ACCIDENTS	EDUCATIONAL TALKS	Yes	1	
			No	2	
			Don't know	9	
SP028	GENDER BASED VIOLENCE	EDUCATIONAL TALKS	Yes	1	
			No	2	
			Don't know	9	
SP029	DIABETES	EDUCATIONAL TALKS	Yes	1	
			No	2	
			Don't know	9	
SP030	COMMON CANCERS	EDUCATIONAL TALKS	Yes	1	
			No	2	
			Don't know	9	
SP031	GOOD HYGIENE	EDUCATIONAL TALKS	Yes	1	
			No	2	
			Don't know	9	
SP032	OTHER TOPICS	EDUCATIONAL TALKS	Yes	1	
			No	2	
			Don't know	9	

Educational Posters

REF	ITEM	VARIABLES	CODE	COMMENTS	
SP033	Are there any EDUCATIONAL POSTERS ON THE WALLS of the facility?	Yes	1		
		No	2		
		Don't know	9		
SP034	HIV/AIDS	POSTERS ON WALL	Yes	1	
			No	2	
			Don't know	9	

REF	ITEM	VARIABLES	CODE	COMMENTS	
SP035	HEART DISEASES	POSTERS ON WALL	Yes	1	
			No	2	
			Don't know	9	
SP036	NUTRITION	POSTERS ON WALL	Yes	1	
			No	2	
			Don't know	9	
SP037	ALCOHOLISM	POSTERS ON WALL	Yes	1	
			No	2	
			Don't know	9	
SP038	TOBACCO ADDICTION	POSTERS ON WALL	Yes	1	
			No	2	
			Don't know	9	
SP039	ROAD TRAFFIC ACCIDENTS	POSTERS ON WALL	Yes	1	
			No	2	
			Don't know	9	
SP040	GENDER BASED VIOLENCE	POSTERS ON WALL	Yes	1	
			No	2	
			Don't know	9	
SP041	DIABETES	POSTERS ON WALL	Yes	1	
			No	2	
			Don't know	9	
SP042	COMMON CANCERS	POSTERS ON WALL	Yes	1	
			No	2	
			Don't know	9	
SP043	GOOD HYGIENE	POSTERS ON WALL	Yes	1	
			No	2	
			Don't know	9	
SP044	OTHER TOPICS	POSTERS ON WALL	Yes	1	
			No	2	
			Don't know	9	
SP045	Is there a functioning Health Education TV/VIDEO present for the patients?	Yes	1		
		No	2		
		Don't know	9		

Interaction with Community Health Workers

REF	QUESTION	VARIABLES	CODE	COMMENTS
SP046	Is there a LIST OF COMMUNITY HEALTH WORKERS (CHWs) who are linked to this facility?	Yes	1	
		No	2	
		Don't know	9	

REF	QUESTION	VARIABLES	CODE	COMMENTS
SP047	HOW MANY CHWs are engaged in your area?	Enter number>		
		N/A	9	
SP048	Do CHWs PERFORM any DUTIES at the HF?	Yes	1	
		No	2	
		Don't know	9	
SP049	HOW MANY MEETINGS were held with CHWs during the past 3 months?	Enter number>		
		N/A	9	
SP050	How is the COVERAGE OF VILLAGES by CHWs? (i) All, (ii) Most, (iii) Some, (iv) None	All	1	
		Most	2	
		Some	3	
		None	4	
SP051	Are you aware of TRADITIONAL BIRTH ATTENDANTS (TBAs) ACTIVE in your area?	Yes	1	
		No	2	
		Don't know	9	

Laboratory Services

REF	QUESTION	VARIABLES	CODE	COMMENTS
SP052	Do you provide Laboratory service: SMEAR MICROSCOPY FOR TB?	On Site	1	
		Sent off to Central Lab	2	
		Both (On Site & Lab)	3	
		None of these	4	
		Don't know	9	
SP053	Do you provide Laboratory service: SPUTUM FOR TB?	On Site	1	
		Sent off to Central Lab	2	
		Both (On Site & Lab)	3	
		None of these	4	
		Don't know	9	
SP054	Do you do Laboratory service: HIV RAPID TEST?	On Site	1	
		Sent off to Central Lab	2	
		Both (On Site & Lab)	3	
		None of these	4	
		Don't know	9	
SP055	Do you provide Laboratory service: HIV ELISA TEST?	On Site	1	
		Sent off to Central Lab	2	
		Both (On Site & Lab)	3	
		None of these	4	
		Don't know	9	
SP056	Do you provide Laboratory service: CD4 TEST?	On Site	1	
		Sent off to Central Lab	2	
		Both (On Site & Lab)	3	
		None of these	4	
		Don't know	9	

REF	QUESTION	VARIABLES	CODE	COMMENTS
SP057	Do you provide Laboratory service: SYPHILIS TEST?	On Site	1	
		Sent off to Central Lab	2	
		Both (On Site & Lab)	3	
		None of these	4	
		Don't know	9	
SP058	Do you provide Laboratory service: PREGNANCY TEST?	On Site	1	
		Sent off to Central Lab	2	
		Both (On Site & Lab)	3	
		None of these	4	
		Don't know	9	
SP059	Do you provide Laboratory service: FULL BLOOD COUNT (FBC)?	On Site	1	
		Sent off to Central Lab	2	
		Both (On Site & Lab)	3	
		None of these	4	
		Don't know	9	
SP060	Do you provide Laboratory service: URINE ANALYSIS?	On Site	1	
		Sent off to Central Lab	2	
		Both (On Site & Lab)	3	
		None of these	4	
		Don't know	9	
SP061	Do you provide Laboratory service: BLOOD GLUCOSE?	On Site	1	
		Sent off to Central Lab	2	
		Both (On Site & Lab)	3	
		None of these	4	
		Don't know	9	

Utilisation of Services

This survey assesses the utilisation of general services within the targeted health centres and hospital OPDs by care-seekers, disaggregated by gender and age. It gives particular attention to general consultations for children, adults, pregnant women and family planning clients.

REF	ITEM	VARIABLES	CODE	COMMENTS
SP062	No. of visits <u>LAST MONTH</u> ¹⁰ : GENERAL CONSULTATIONS, CHILDREN <5YR? (enter a number)	Male		
SP063		Female		
SP064		Total		
		N/A	9	

¹⁰ 'Last Month' refers to 'Last Calendar Month'

REF	ITEM	VARIABLES	CODE	COMMENTS
SP065	No. of visits <u>LAST YEAR</u> ¹¹ : GENERAL CONSULTATIONS, CHILDREN <5YR? (enter a number)	Male		
SP066		Female		
SP067		Total		
		N/A	9	
SP068	No. of visits LAST MONTH: GENERAL CONSULTATIONS, ADULTS (excluding pregnant women and family planning clients)	Enter number>		
		N/A	9	
SP069	No. of visits LAST YEAR: GENERAL CONSULTATIONS, ADULTS (excluding pregnant women and family planning clients)	Enter number>		
		N/A	9	
SP070	No. of visits LAST MONTH: GENERAL CONSULTATIONS, PREGNANT WOMEN	Enter number>		
		N/A	9	
SP071	No. of visits LAST YEAR: GENERAL CONSULTATIONS, PREGNANT WOMEN	Enter number>		
		N/A	9	
SP072	No. of visits LAST MONTH: GENERAL CONSULTATIONS, FAMILY PLANNING CLIENTS	Enter number>		
		N/A	9	
SP073	No. of visits LAST YEAR: GENERAL CONSULTATIONS, FAMILY PLANNING CLIENTS	Enter number>		
		N/A	9	
SP074	Number of visits LAST MONTH for child immunisations	Enter number>		
		N/A	9	

HIV/AIDS and TB

The HIV epidemic in Lesotho has reached a plateau at very high levels. In southern Africa, TB is strongly associated with HIV and remains the commonest opportunistic infection. The study incorporates indicators to do with integration, in particular HIV testing in out- and in-patients, HIV testing in TB clinics and whether patients are offered HTC.

Guidelines

REF	QUESTION	VARIABLES	CODE	COMMENTS
SP075	Is the document 'HIV TESTING AND COUNSELLING POLICY, 2009' available at the facility?	Yes	1	
		No	2	
		Don't know	9	

¹¹ 'Last Year' refers to 'Last Calendar Year'

REF	QUESTION	VARIABLES	CODE	COMMENTS
SP076	Is the document 'NATIONAL GUIDELINES FOR HIV TESTING AND COUNSELLING, 2009' available at the facility?	Yes	1	
		No	2	
		Don't know	9	
SP077	Is the document 'NATIONAL ANTIRETROVIRAL TREATMENT GUIDELINES, 2010 available at the facility?	Yes	1	
		No	2	
		Don't know	9	
SP078	Is the document 'NATIONAL GUIDELINES FOR THE PREVENTION OF MOTHER TO CHILD TRANSMISSION OF HIV' available at the facility?	Yes	1	
		No	2	
		Don't know	9	
SP079	Is the document 'NATIONAL TUBERCULOSIS PROGRAMME, POLICY & MANUAL' available at the facility?	Yes	1	
		No	2	
		Don't know	9	

HTC (HIV Testing and Counselling)

REF	QUESTION	VARIABLES	CODE	COMMENTS
SP080	Does the facility PROVIDE HTC (HIV Testing and Counselling)?	Yes	1	
		No	2	
		Don't know	9	
SP081	How many ADULTS were TESTED FOR HIV in the LAST MONTH ¹² ?	Enter a number >		
SP082	Do you provide PEP ¹³ ?	Yes	1	
		No	2	
		Don't know	9	
SP083	How many HIV+ ADULTS on HAART ¹⁴ TREATMENT at the moment?	Enter a number >		
		N/A	9	
SP084	How many ADULTS on HAART DIED during the last Year?	Enter a number >		
		N/A	9	
SP085	How many ADULTS on HAART DEFAULTED during the last Year?	Enter a number >		
		N/A	9	
SP086	How many HIV+ CHILDREN on HAART TREATMENT at the moment?	Enter a number >		
		N/A	9	

¹² 'Last Month' refers to 'Last Calendar Month'

¹³ Post-Exposure Prophylaxis

¹⁴ HAART - Highly Active Anti-Retroviral Therapy

HIV Prevention Measures

REF	QUESTION	VARIABLES	CODE	COMMENTS
SP087	How many MALE CONDOMS issued during the LAST MONTH?	Enter a number >		
		N/A	9	
SP088	How many MALE CONDOMS issued during the LAST YEAR?	Enter a number >		
		N/A	9	
SP089	How many FEMALE CONDOMS issued during the LAST MONTH?	Enter a number >		
		N/A	9	
SP090	How many FEMALE CONDOMS issued during the LAST YEAR ¹⁵ ?	Enter a number >		
		N/A	9	
SP091	How many HIV SUPPORT GROUPS are supported by the HF?	Enter a number >		
		N/A	9	

TB Indicators

REF	QUESTION	VARIABLES	CODE	COMMENTS
SP091	From TB Register: How many Patients were CURED in 2010?	Enter a number >		
		N/A	9	
SP093	From TB Register: How many Patients DIED in 2010?	Enter a number >		
		N/A	9	
SP094	From TB Register: How many Patients were TRANSFERRED in 2010?	Enter a number >		
		N/A	9	
SP095	From TB Register: How many Patients COMPLETED TREATMENT in 2010?	Enter a number >		
		N/A	9	
SP096	From TB Register: How many Patients DEFAULTED in 2010?	Enter a number >		
		N/A	9	
SP097	Does the facility practice TB Defaulter TRACKING?	Yes	1	
		No	2	
		Don't know	9	
SP098	Are 'TB CONTACT FORMS' available?	Yes	1	
		No	2	
		Don't know	9	
SP099	Does the facility actively use a 'TB SUSPECT REGISTER'?	Yes	1	
		No	2	
		Don't know	9	

¹⁵ 'Last Year' refers to 'Last Calendar Year'

Measures of Integration of Services

REF	QUESTION	VARIABLES	CODE	COMMENTS
SP100	Are all TB PATIENTS offered HTC?	Yes	1	
		No	2	
		Sometimes	3	
		Don't know	9	

Maternal and Women's Health

Maternal death in Lesotho is a tragedy in social, economic and public health terms. The indicators for maternal and women's health focus on general aspects of reproductive and adolescent health, on PMTCT and family planning, in particular counselling and contraception.

General

REF	QUESTION	VARIABLES	CODE	COMMENTS
SP101	Is the document 'NATIONAL REPRODUCTIVE HEALTH POLICY, 2009' available at the facility?	Yes	1	
		No	2	
		Don't know	9	
SP102	Is the document 'NATIONAL ADOLESCENT HEALTH POLICY, 2006' available at the facility?	Yes	1	
		No	2	
		Don't know	9	
SP103	Is the document 'GUIDELINES FOR THE MANAGEMENT OF SEXUAL ABUSE' available at the facility?	Yes	1	
		No	2	
		Don't know	9	
SP104	Is there a FEE for MATERNAL SERVICES?	Yes	1	
		No	2	
		Don't know	9	
SP105	Number of New Antenatal Patients In Last Calendar Month?	Enter a number >		
SP106	Number of New Antenatal Patients in LAST MONTH ¹⁶ TESTED FOR HIV?	Enter a number >		
SP107	Number in catchment area who DELIVERED AT HOME in LAST MONTH?	Enter a number >		

PMTCT (Prevention of Mother to Child Transmission)

REF	QUESTION	VARIABLES	CODE	COMMENTS
SP108	Are ANC clients with CD4 COUNT <350/mm ³ initiated on HAART?	Yes	1	
		No	2	
		Don't know	9	
SP109	Number of HIV+ PREGNANT WOMEN in the LAST MONTH who started on ART?	Enter a number >		

¹⁶ 'Last Month' refers to 'Last Calendar Month'

REF	QUESTION	VARIABLES	CODE	COMMENTS
SP110	Number of HIV+ pregnant women in the LAST MONTH who started on PMTCT PROPHYLAXIS?	Enter a number >		
SP111	Is there a REGISTER for INFANT FOLLOW-UP, for infants born to HIV positive mothers?	Yes	1	
		No	2	
		Don't know	9	
SP112	Is PCR TESTING done for BABIES BORN OF HIV POSITIVE MOTHERS, at 6 weeks?	Yes	1	
		No	2	
		Don't know	9	

Family Planning

REF	QUESTION	VARIABLES	CODE	COMMENTS
SP113	Number of WOMEN Served for FAMILY PLANNING in LAST MONTH ¹⁷ ?	Enter a number >		
SP114	Do you provide 'CONTRACEPTIVE PILLS'?	Yes	1	
		No	2	
		Don't know	9	
SP115	Do you provide 'DEPO PROVERA'?	Yes	1	
		No	2	
		Don't know	9	
SP116	Do you provide 'IUDs'?	Yes	1	
		No	2	
		Don't know	9	

Quality of Care

Quality of Health Care can be described as “the striving for and reaching excellent standards of care; it involves assessing the appropriateness of medical tests and treatments and measures to continually improve personal health care in all fields of medicine”. This study focuses on specific aspects of Quality of Care, being (i) clinical evaluations, (ii) referral processes, (iii) quality processes, (iv) health seeking behaviour, and (v) client perceptions.

Referral Processes

Community Health Workers refer patients to health centres and health centres refer patients to hospitals. Indicators and questions related to the referral processes will focus on (i) whether transport is available, and (iv) whether forms are used for referrals.

REF	QUESTION	VARIABLES	CODE	COMMENTS
QC001	Is there a Facility VEHICLE available to transport patients FROM COMMUNITY to HF?	Yes	1	
		No	2	
		Sometimes	3	

¹⁷ 'Last Month' refers to 'Last Calendar Month'

REF	QUESTION	VARIABLES	CODE	COMMENTS
QC002	Is there a Facility VEHICLE available to transport patients FROM HF TO HOSPITAL?	Yes	1	
		No	2	
		Sometimes	3	
QC003	Are REFERRAL FORMS used from HF to the HOSPITAL?	Yes	1	
		No	2	
		Sometimes	3	
QC004	Are REFERRAL FORMS used by COMMUNITY HEALTH WORKERS?	Yes	1	
		No	2	
		Sometimes	3	

Quality Processes

Indicators to determine quality processes centre around supervision support and universal precautions. The MOHSW has developed a Supportive Supervision Manual¹⁸ for District Health Management Teams (DHMT) which comprises a collection of adaptable tools and guidelines designed to assist Primary Health Care (PHC) Supervisors and Programme Managers achieve sustained improvements in the quality of health care.

Supervisory Support Documents

REF	QUESTION	VARIABLES	CODE	COMMENTS
QC005	Do you have a copy of the DOCUMENT 'Supportive Supervision System for District Health Management Teams: A Guide to PHC Supervision, HSS Project, 2010'?	Yes	1	
		No	2	
		Don't know	9	

Supervisory Visits

REF	QUESTION	VARIABLES	CODE	COMMENTS
QC006	During the past 3 months HOW MANY TIMES did you have SUPERVISORY VISITS?	Enter a number >		
QC007	During the past 3 months HOW MANY TIMES has the District Public Health Nurse (DPHN) VISITED the HF?	Enter a number >		
QC008	Are there any SUPERVISORY REPORTS available for review?	Yes	1	
		No	2	
		Don't know	9	
QC009	Are you SATISFIED with the QUALITY OF SUPPORTIVE SUPERVISION?	Very Satisfied	1	
		Somewhat Satisfied	2	
		Neutral	3	
		Less than Satisfied	4	
		Dissatisfied	5	

¹⁸ Supportive Supervision System for District Health Management Teams: A Guide to PHC Supervision, Health Systems Strengthening Technical Assistance HS-A-012-09, 2010

REF	QUESTION	VARIABLES	CODE	COMMENTS
QC010	Does this HF participate in any form of QUALITY IMPROVEMENT PLAN?	Yes	1	
		No	2	
		Don't know	9	

Universal Precautions

REF	QUESTION	VARIABLES	CODE	COMMENTS
QC011	Are UNIVERSAL PRECAUTIONS ¹⁹ practiced at this HF?	Yes	1	
		No	2	
		Sometimes	3	
		Don't know	9	

Comments by Interviewer

Note: Use this section for any comments that you have (use additional paper, if needed)

FINISH TIME OF ASSESSMENT: FILL IN ON FIRST PAGE

¹⁹ 'Universal Precautions' refers to the practice of avoiding contact with patients' bodily fluids, by means of the wearing of nonporous articles such as medical gloves, goggles, and face shields

Annex 5: Survey Instruments (Cont'd)

Annex 5-C. Care Recipient (Client) Exit Interview Questionnaire (CRQ)

CARE RECIPIENT (CLIENT) EXIT INTERVIEW QUESTIONNAIRE (CRQ)

Protocol

1. Ask one Client at a time: “Are you willing to answer a few questions about the service you received today? This is not a test. We are trying to learn from the people who use the health facilities so that we can do our work better. We only have a few questions and this should only take a few minutes of your time”
2. Ask the Client to sign the Consent Form
3. Ask the questions and complete the questionnaire
4. Say ‘Thank you...’
5. Note the Finishing Time of the Interview

Foromo ea tumellano ea bakuli ba tla kenya letsoho liphuputsong

Ka

Boemo ba litsi tsa Bophelo Lesotho

Baokameli ba Lipatlisiso: Dr Bastiaan Remmelzwaal, Dr Mark Colvin, Ms Nthabiseng Chaka

Selelekela: Lumela 'm'e/ntate, ke 'na re tlile mona ho etsa liphuputso ka litsi tsa bophelo tsa Lesotho. Re tl'o etela litsi tse 152 tsa Lesotho, ka maikemisetso a ho hlahloba maemo a tsona, hore na li sebetsa joang, li fana ka litšebeliso life, le hore na ke tsa boemo bo joang le thlokomelo e joang. Litaba tse na li tla fana ka leseli ho Lekala la Bophelo le Boiketlo ba Sechaba le balekane le bona ntšetsopeleng le Millennium Challenge Account-Lesotho (MCA-Lesotho).

Re u memela ke hona ho nka karolo liphuputsong tse. Tseba hore ha u oa qobelloa ho ba le seabo liphuputsong tse. 'Me u ka emisa ho nka karolo neng kapa neng ntle le ho lebella kotlo kapa ho kena litšenyehelong tsa mofuta ofe kapa ofe. Haeba u lumela ho nka karolo, u bolokolohing ba hore u ka tlohela neng kapa neng ha u se u sa khotsofala. U bolokolohing ba ho se arabe lipotso tseo u utloang u sa li utluisisi hantle.

Basebeleli ba liphuputso ba tla sireletsa litaba tseo u ba bolelletseng tsona ka hohle-hohle. Ha ba na sebelisa lebitso la hau kapa boitsebiso bofe kapa bofe kae kapa kae. Kaofela ba itlamme ka mongolo hore ba tla boloka lekunutu e le hore u kholisehe hore ha ba na ho fetisetsa boitsebiso ba hau le ha e le litaba tsa hau ho batho ba se nang seabo liphuputsong tse.

Ha hona bothata boo u ka kopanag le bona ka ho kenela liphuputso tse. Ha hona litsiane tseo u tla li fumana ha u kenela liphuputso tse. Liphuputso li reretsoe ho ntlafatsa litšebeliso, 'me sechaba kaofela se tla fumana molemo.

Ha u ena le lipotso tse ling ka lipatlisiso tse, u ka ikopanya kapa oa botsa batho ba latelang: Dr Bastiaan Remmelzwaal, (62460000), kapa Dr Mark Colvin, (63765591), kapa Ms Nthabiseng Chaka, (59447981).

Ha u na le li tletlebo kapa hose khotsofale u ka letsetsa Molula setulo oa komiti ea maitšoaro, Lekaleng la Bophelo le Boiketlo ba Sechaba, Maseru (22314404).

Boitlamo: Ke balile/baletsoe foromo ena. Ke ile ka khothaletsoa ho kenya letsoho liphuputsong tse molemong oa naha ka kakaretso. Ke ile ka fuoa nako ea ho botsa moo ke sa utloisiseng. Ke lumela ho kenela liphuputso tse. Ke utloisisa hape hore nka khaotsa neng kapa neng ha ke sa khotsofala. Ka hona ke ithaopa ho kenela liputso tse bona.

U kopuoa ho tekena ka tlase mona ha u lumela ho kenya letsoho liphuputsoeng tseena.

Motekeno /Letšao la Mokuli _____

Motekano oa motho ea etsang liphuputso _____

Libitso la motho ea etsang liphuputso _____

Letsatsi: ____/____/____

Facility Identification

<i>Facility ID</i>	
<i>Name of Health Facility</i>	
<i>District</i>	

Research Assistant/Supervisor/Data Clerk Identification

<i>Name of Research Assistant</i>		Date of Survey	DD/MM/YY
<i>Survey START Time</i>	HH:MM	Survey FINISH Time	HH:MM
<i>No. Visit to this HF</i>	① 1 st Visit	② 2 nd Visit	③ 3 rd Visit
<i>Name of Supervisor</i>		Date Checked	DD/MM/YY
<i>Name of Data Clerk</i>		Date Captured	DD/MM/YY

Client Identification/ Care giver

<i>Gender</i>	① Male ② Female					
<i>Age Group</i>	① <20	② 21-30	③ 31-40	④ 41-50	⑤ 51-60	⑥ >60
Main Reason for Client's Visit to the Health Facility	Under 5 Clinic	1	HIV/AIDS	6		
	ANC 1 st Visit	2	Chronic Illnesses	7		
	ANC Follow-up Visit	3	Family Planning Clinic	8		
	Post-Natal	4	General Outpatient	9		
	TB	5				

Health Seeking Behaviour

The factors determining health seeking behaviours may be seen in various contexts: physical, socio-economic, cultural and political. This study uses the concept of exit interviews to elicit information from patients concerning their use of the health care services.

REF	QUESTION	VARIABLES	CODE	COMMENTS
QC012	Did you use GOL Facilities during the past 12 months? Na u kile ua batla litšebeletso tsa bophelo litsing tsa ‘muso likhoeling tse leshome le metso e ‘meli tse fetileng?	Yes	1	
		No	2	
QC013	Did you use CHAL Facilities during the past 12 months? Na u kile ua batla litšebeletso tsa bophelo setsing tsa bophelo sa kereke (CHAL) likhoeling tse leshome le metso e ‘meli tse fetileng?	Yes	1	
		No	2	
QC014	Did you use a TRADITIONAL HEALER during the past 12 months? Na u kile ua ea ngakeng ea tsa moetlo likhoeling tse leshome le metso e ‘meli tse fetileng?	Yes	1	
		No	2	
QC015	Did you use a PRIVATE PRACTITIONER during the past 12 months? Na u kile ua ea ngakeng ea poraefete likhoeling tse leshome le metso e ‘meli tse fetileng?	Yes	1	
		No	2	
QC016	How many TIMES have you VISITED this HF during the past 12 months FOR YOUR OWN CARE? Ke makhetlo a makae u kile ua sebelisa setsi see likhoeling tse leshome le metso e ‘meli tse fetileng?	Enter a number>		
QC017	How many TIMES have you VISITED this HF during the past 12 months to bring a DEPENDANT? Ke ka makhetlo a makae u tlisitseng mophelisuo/mokuli setsing see likhoeling tse leshome le metso e ‘meli tse fetileng?	Enter a number>		

Client Perceptions

Measuring client or patient perception and satisfaction has become an integral part of HF management strategies. For the purpose of this study, client perception will be measured through exit interviews with patients. Questions will focus on waiting times for the various services provided by the HF, as well as whether the patient was satisfied with the treatment received and with the attitude of the care giver.

REF	QUESTION	VARIABLES	CODE	COMMENTS
QC018	What did today's consultation COST you? U patetse bokae kajeno ho fumana litsebeletso tsa bophelo?	Enter amount in Maloti>		
QC019	HOW LONG did you have to WAIT for your Consultation today? U eme nako e kae pele u ka sebeletsoa?	Enter hours>		
		Enter minutes>		
		n/a	99	
QC020	HOW LONG did you have to WAIT for the DISPENSARY today? U eme nako e kae pele u fumana litlhare?	Enter hours>		
		Enter minutes>		
		n/a	99	
QC021	Were you SATISFIED with the Way the NURSE Handled your Case? ²⁰ Na u khotsofetse ke tsela eo mooki a u sebelelitseng ka eona?	Very Satisfied	1	
		Somewhat Satisfied	2	
		Neutral	3	
		Less than Satisfied	4	
		Dissatisfied	5	
		n/a (no nurse seen)	9	
QC022	Were you SATISFIED with the Way the DOCTOR Handled your Case? Na u khotsofetse ke tsela eo ngaka a u sebelelitseng ka eona?	Very Satisfied	1	
		Somewhat Satisfied	2	
		Neutral	3	
		Less than Satisfied	4	
		Dissatisfied	5	
		n/a (no doctor seen)	9	
QC023	Were you SATISFIED with the TREATMENT you got? Na u khotsofetse ke tsela eo u sebelelitsoeng ka eona mabapi le bokulo ba hau/seo u tlisitseng moo?	Very Satisfied	1	
		Somewhat Satisfied	2	
		Neutral	3	
		Less than Satisfied	4	
		Dissatisfied	5	
		n/a (no treatment)	9	

²⁰ Use the scale: (i) Very satisfied, (ii) Somewhat satisfied, (iii) Neutral, (iv) Less than satisfied, (v) Dissatisfied, (vi) n/a (did not see a nurse)

QC024	Were you SATISFIED with the WAITING ROOM AREA? Na u khotsofetse ke boemo ba sebaka seo bakuli ba emelang litšebeliso ho sona?	Very Satisfied	1	
		Somewhat Satisfied	2	
		Neutral	3	
		Less than Satisfied	4	
		Dissatisfied	5	
		n/a	9	
QC025	Were you SATISFIED with the CONSULTING ROOM? Na u khotsofetse ke boemo ba sebaka seo bakuli ba hlahlobeloang ka ho sona?	Very Satisfied	1	
		Somewhat Satisfied	2	
		Neutral	3	
		Less than Satisfied	4	
		Dissatisfied	5	
		n/a	9	
QC026	Did you MAKE USE of the TOILET Facilities? Na u ile ua sebelisa ntloana ea boithuso?	Yes	1	If 'No'>QC028
		No	2	
QC027	Were you SATISFIED with the TOILET Facilities? Na u khotsofetse ke boemo ba ntloana ea boithuso?	Very Satisfied	1	
		Somewhat Satisfied	2	
		Neutral	3	
		Less than Satisfied	4	
		Dissatisfied	5	
		n/a	9	
QC028	Were you given MEDICINES or a PRESCRIPTION Na u fumane litlhare tsohle tseo ngaka e u ngolletseng tsona?	Medicine	1	
		Prescription	2	
		Both	3	
		Neither	4	

Note

“Thank you very much for your time. This information is very helpful for us.”

Comments by Interviewer

Note: Use this section for any comments that you have (use additional paper, if needed)

FINISH TIME OF ASSESSMENT: FILL IN ON FIRST PAGE