



## Provider Behavior Change Implementation Kit: Community Health Workers

### **Example Phase 2 Interview Protocol**

#### VHW Phase 2 Interview Protocol

##### ***Directions to Interviewers – All text in italics contains directions for you—do not read italic text!***

*Please read or paraphrase the Introduction text as you begin the interview. Then, for each section please read the **main question** (in bold typeface) and use the sub-questions below to draw out information on any aspect that did not come up naturally during the initial response.*

##### ***Introduction***

Hello and thank you for taking the time to talk with me today. As you may know, we are talking to community health workers across the region to find ways to support them in their work. A few weeks ago, you answered a short questionnaire and said you would be willing to discuss your work in greater detail. That is our purpose here today. Our conversation will be combined with those of others across the region, and analyzed to identify needs that we can try to address. Do you have any questions or concerns you'd like to raise before we begin?

##### ***Quality (5-7 minutes)***

**In the initial survey you said you always (never) feel as though you have the opportunity to give your best every day as a community health worker. Can you tell me more about this? What contributes to this feeling (gets in the way of your feeling) this way?** *Capture the main issues the interviewee raises that support or hinder their work as a VHW. Prompt only for further understanding—this should be a list entirely generated by the VHW with no influence from your input.*

##### ***Expectations (3-5 minutes)***

**In the survey, you also indicated that you always (never) feel you know what is expected of you as a community health worker. Can you tell me more about this? What contributes to your feeling this way?** *Ask the following optional questions as prompts, if the topics are not raised naturally in the discussion:*

- what services do you provide in the village?
- how is your work tracked and measured? what are your most recent measurements?
- how do you get feedback on the services you provide?
- what public health goals does your work strive to achieve?

##### ***Ability (3-5 minutes)***

**You indicated that there are (are not) specific skills or knowledge that you feel you need to do your job well. Can you tell me about how you conduct your work, and where the skills or knowledge are most needed (are not available) to perform well?** *Ask the following optional questions as prompts, if the topics are not raised naturally in the discussion:*

- what happens during a typical family planning session?
- how were you initially trained?
- how do you maintain your skills and keep up with new knowledge?
- do you feel there are any specific challenges for women (men) to gain the needed skills and knowledge?



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### Opportunity (3-5 minutes)

**You said that you always (never) encounter challenges that keep you from providing services to patients. Can you tell me more about this? How do you avoid challenges (what kinds of challenges come up)?** Ask the following optional questions as prompts, if the topics are not raised naturally in the discussion:

- on average, how many people do you provide services for on a weekly or monthly basis? (capture number of people, not number of couples)
- is it easy for patients to reach you? or you them?
- what resources do you use to deliver services? are they regularly available?
- do people in the village who might benefit from your services understand what you provide?
- are there any other issues that make it difficult for you to provide services?

### Motivation (3-5 minutes)

**You indicated that you always (never) feel fully motivated to provide services, that you always (never) feel supported in your work, and that you always (never) experience negative consequences for serving patients. Can you tell me more about what contributes to these feelings?** Ask the following optional questions as prompts, if the topics are not raised naturally in the discussion:

- why do you choose to do this work?
- are there rewards for providing good services as a VHW? what are the consequences for VHWs who are not doing well in their role?
- how has life changed for you since beginning this work?
- does your family support you in your role?
- does the community support you in your role? (note how connected VHW feels to community in this answer)
- are there groups or individuals who oppose your work?
- are there any gender issues that impact your motivation to do this work?



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### Example SCHW Phase 2 Interview Protocol

#### ***Directions to Interviewers – All text in italics contains directions for you—do not read italic text!***

*Please read or paraphrase the Introduction text as you begin the interview. Then, for each section please read the **main question** (in bold typeface) and use the sub-questions below to draw out information on any aspect that did not come up naturally during the initial response.*

#### ***Introduction***

Hello and thank you for taking the time to talk with me today. As you may know, we are talking to community health workers across the region to find ways to support them in their work. A few weeks ago, you answered a short questionnaire and said you would be willing to discuss your work in greater detail. That is our purpose here today. Our conversation will be combined with those of others across the region, and analyzed to identify needs that we can try to address. Do you have any questions or concerns you'd like to raise before we begin?

#### ***Quality (5-7 minutes)***

**In the initial survey you said you always (never) feel as though you have the opportunity to give your best every day as a community health worker. Can you tell me more about this? What contributes to this feeling (gets in the way of your feeling) this way?** *Capture the main issues the interviewee raises that support or hinder their work as a SCHW. Prompt only for further understanding—this should be a list entirely generated by the SCHW with no influence from your input.*

#### ***Expectations (3-5 minutes)***

**In the survey, you also indicated that you always (never) feel you know what is expected of you as a community health worker. Can you tell me more about this? What contributes to your feeling this way?** *Ask the following optional questions as prompts, if the topics are not raised naturally in the discussion:*

- what services do you provide in the clinic?
- how is your work overseen or supervised?
- how is your work tracked and measured? what are your most recent metrics?
- how do you get feedback on the services you provide?
- what public health goals does your work strive to achieve?

#### ***Ability (3-5 minutes)***

**You indicated that there are (are not) specific skills or knowledge that you feel you need to do your job well. Can you tell me about how you conduct your work, and where the skills or knowledge are most needed (are not available) to perform well?** *Ask the following optional questions as prompts, if the topics are not raised naturally in the discussion:*

- what happens during a typical clinical session?
- how were you initially trained?
- how do you maintain your skills and keep up with new knowledge?
- do you feel there are any specific challenges for women (men) to gain the needed skills and knowledge?



## Provider Behavior Change Implementation Kit: Community Health Workers

### Opportunity (3-5 minutes)

**You said that you always (never) encounter challenges that keep you from providing services to patients. Can you tell me more about this? How do you avoid challenges (what kinds of challenges come up)?** Ask the following optional questions as prompts, if the topics are not raised naturally in the discussion:

- on average, how many people do you provide services for on a weekly or monthly basis? (capture number of people, not number of couples)
- do patients have any difficulty getting to the clinic?
- what resources do you use to deliver services? are they regularly available?
- do people in the area understand what kind of service you provide at the clinic?
- are there any other issues that make it difficult for you to provide services?

### Motivation (3-5 minutes)

**You indicated that you always (never) feel fully motivated to provide services, that you always (never) feel supported in your work, and that you always (never) experience negative consequences for serving patients. Can you tell me more about what contributes to these feelings?** Ask the following optional questions as prompts, if the topics are not raised naturally in the discussion:

- why do you choose to do this work?
- are there rewards for providing good services as a SCHW? what are the consequences for SCHWs who are not doing well in their role?
- how has life changed for you since beginning this work?
- does your family support you in your role?
- does the community support you in your role? (note how connected VHW feels to community in this answer)
- are there groups or individuals who oppose your work?
- are there any gender issues that impact your motivation to do this work?