



## Provider Behavior Change Implementation Kit

### Example Phase 2 Interview Data Capture Tool

This is the Phase 2 Interview Data Capture Tool used by Cecilia and her trained interviewers to capture data while they were conducting interviews with success and non-success case subjects.

**Instructions:** All questions in **bold** should be asked directly, and regular typeface follow-on questions included as appropriate. Capture the key ideas and issues raised in subject responses in the space to the left of the appropriate question. You may add observations of your own by notating with your initials and parenthesis, like this-- (AB: *this is a personal note*)

Question	Responses and notes
<p><u>Quality (5-7 minutes)</u></p> <p><b>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?</b></p>	<p>I look forward to coming to work each day. The couples I counsel have better lives and so do their children.</p>
<p><u>Expectations (3-5 minutes)</u></p> <p><b>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?</b></p> <ul style="list-style-type: none"> <li>• What services do you provide in the village?</li> <li>• How is your work tracked and measured? What are your most recent measurements?</li> <li>• How do you get feedback on the services you provide?</li> <li>• What public health goals does your work strive to achieve?</li> </ul>	<p>Sometimes patients don't know what their options are, and it is my job to present the options and let them decide what works best for them. The goal is to reduce unplanned pregnancies, and we track this by patient feedback on follow-up visits. This past year we had 15 fewer unplanned pregnancies in the village. (GS: <i>very proud of the good results</i>)</p>
<p><u>Ability (3-5 minutes)</u></p> <p><b>In your responses to the survey, you indicated that you always (never) lack the skills or knowledge to do your job well. Can you tell me what training you have (have not) received?</b></p> <ul style="list-style-type: none"> <li>• Can you describe the major components of a family planning counseling session for me?</li> <li>• How are your skills and abilities kept current? Do you have regular</li> </ul>	<p>During a family planning session, I begin by getting basic health information and then ask about the patients' thoughts on the size of family they would like. I then present the options for controlling fertility and give them time to consider which would be best for them. We are given 4 days of annual training to learn what is new and to review what is already known.</p>



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refresher training? Are your skills measured or tracked?	
<p><u>Opportunity (3-5 minutes)</u></p> <p><b>You also said that you always (never) encounter challenges that keep you from providing services to patients. Can you tell me about these challenges?</b></p> <ul style="list-style-type: none"><li>• Are the nature of these challenges personal? professional? both?</li><li>• In what ways have you tried to overcome these challenges?</li><li>• Does this tie in with how supported you feel (do not feel) in your work?</li></ul>	<p>Some patients are concerned that the methods used to postpone pregnancy will be permanent and they will not be able to have children at a later time. I tell them about the many couples I have worked with who later have healthy babies and gives them confidence.</p>
<p><u>Motivation (3-5 minutes)</u></p> <p><b>On the survey you indicated that you always (never) feel motivated to provide services to patients. Can you tell me why that is, or what influences your motivation?</b></p> <ul style="list-style-type: none"><li>• What are the social or environmental influences that impact your work?<ul style="list-style-type: none"><li>○ are you proud of what you do?</li><li>○ does the community value your work? do they support it?</li></ul></li><li>• Are there any negative consequences for providing services? From your family? Your peers? The community?<ul style="list-style-type: none"><li>○ do you feel you are treated differently in the community because of your work?</li></ul></li></ul>	<p>Some people in our village do not feel that controlling fertility is right—that God makes the decision to give the gift of a baby and we interfere with this. I am not worried about these people, because I can see the difference in the lives of the couples I help. They have good jobs and enough money to feed their children and send them to school. For some women too many children is a health risk—and I see them live longer, healthier lives by limiting the size of their family.</p> <p>My family is supportive, and my patients are grateful for the work I do. It's enough to overlook those who do not agree.</p>
<b>Are there any gender related issues that impact your ability, opportunity, or motivation to do work?</b>	<p>For some couples, it is difficult to bring the husband to the clinic. The wife may be willing but the husband resists. Men are worried about seeing a woman to talk about such topics. But once they understand the benefits they are</p>



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	usually willing to come. Sometimes a woman will come alone. <i>(GS: seems unwilling to talk more about the women who come alone).</i>
<u><i>Closing (2-3 minutes)</i></u> <b>Are there any other issues or aspects of your work that you feel make a big contribution to your success (lack of success) on the job?</b>	My supervisor is very supportive and listens when I talk to him about special cases or challenges. We have good levels of supply, and that makes everything work well.