

Date: Feb 9 2021 Version: v2

new question country specific

Service Delivery Point (SDP) Follow-up Questionnaire

| | IDENTIF | ICATION | |
|------|---|--|--------------|
| NO | QUESTIONS AND FILTERS | CODING CATEGORIES | Relevant if: |
| 001a | Your name: Is this your name? [ODK will display the name associated with the phone's serial number] | Yes1 No0 | Always |
| 001b | Enter your name below. | Interviewer's Name | 001a = 0 |
| 002a | Please record your name Current date and time. [ODK will display on screen] | Yes1 No0 | Always |
| | Is this date and time correct? | | |
| 002b | Record the correct date and time. | Day Month Year | 002a = 0 |
| | | Hours Min AM/PM | |
| 003a | LOCATION INFORMATION 1 | LOCATION INFORMATION 1a | Always |
| 003b | LOCATION INFORMATION 2 | ODK will populate a list of appropriate LOCATION INFORMATION 2 based on the LOCATION INFORMATION 1 selected | Always |
| 003c | LOCATION INFORMATION 3 | ODK will populate a list of appropriate LOCATION INFORMATION 3 based on the LOCATION INFORMATION 2 selected. | Always |
| 003d | LOCATION INFORMATION 4 | ODK will populate a list of appropriate LOCATION INFORMATION 4 based on the LOCATION INFORMATION 3 selected | Always |
| 004 | Enumeration area | ODK will populate a list of appropriate enumeration areas based on the LOCATION INFORMATION 4 selected | Always |
| 005 | Facility number Please record the number of the facility from the listing form. | Facility number | Always |



| NO | QUESTIONS AND FILTERS | CODING CATEGORIES | Relevant if: |
|------|--|--|--------------|
| 006 | Type of facility <i>Please select the type of facility.</i> | FACILITY TYPE 11FACILITY TYPE 22FACILITY TYPE 33FACILITY TYPE 44FACILITY TYPE 55FACILITY TYPE 66Other7 | Always |
| 006a | CALCULATE: ADVANCED FACILITY This will not appear on the screen but is used in subsequent relevancies | Yes1 No0 | 006 = # |
| 007 | Managing authority Please select the managing authority for the facility. | Government | |
| 008 | Is a competent respondent present and available to be interviewed today? | Yes1 No0 | Always |



| Find t | he competent respondent responsible for patient s | D CONSENT ervices (main administrator and family planning i Iminister the consent procedures. | n-charge) |
|--------|---|--|--------------|
| NO | QUESTIONS AND FILTERS | CODING CATEGORIES | Relevant if: |
| 009a | Provide a paper copy of the Consent Form to the respondent and read it. / Read the verbal consent text. | Yes1 No0 | 008 = 1 |
| | May I begin the interview now? | | |
| 009b | Respondent's signature | Gather signature: | 009a = 1 |
| | Please ask the respondent to sign or check the box in agreement of their participation. | Check box: 🗆 | |
| 010 | Interviewer's name: | | 009a = 1 |
| | Mark your name as a witness to the consent process. | | |
| 011 | Name of the facility | | 009a = 1 |
| | Please record the name of the facility. | | |
| 012 | What is your position in this facility? | Owner1 In-charge / manager2 | |
| | Select the highest managerial qualification of the respondent. | Staff | |



| | | ation about Services e services provided at this facility. | |
|-----|--|---|--------------|
| NO | QUESTIONS AND FILTERS | CODING CATEGORIES | Relevant if: |
| 101 | Now I have some questions about staffing for this facility. For the following questions, please tell me how many staff with this qualification are currently assigned to this | Actual # Present today MEDICAL STAFF 1 | 009a = 1 |
| | facility and provide family planning services. | MEDICAL STAFF 2 | |
| | Finally, tell me the total number present at any time today. We want to know the highest | MEDICAL STAFF 3 | |
| | technical qualification that any staff may | MEDICAL STAFF 4 MEDICAL STAFF 5 | |
| | hold regardless of the person's actual assignment or specialist studies. | MEDICAL STAFF 6 | |
| | Enter -88 for do not know and -99 for no | Other Medical Staff | |
| | response. 0 is a possible answer. | | |
| 102 | Does this facility have electricity at this time? | Yes | 009a = 1 |
| | Select for running electricity only. | | |
| 103 | At any point today, has the electricity been out for two or more hours? | Yes | 009a = 1 |
| 104 | Does this facility have running water at this time? | Yes | 009a = 1 |
| 105 | Select for running water only. | | 000 1 |
| 105 | At any point today, has running water been unavailable for two or more hours? | Yes | 009a = 1 |
| 106 | How many hand-washing facilities are available on site for staff to use? | Number of facilities | 006a = 1 |
| | Enter -88 for do not know, -99 for no response. | | |
| 107 | May I see a nearby handwashing facility that is used by staff? | Soap is present | 106 > 0 |
| | Handwashing facility must be accessible to most health workers in the facility. | Handwashing area is near a sanitation facility | |
| | At the handwashing facility, OBSERVE: (Select all that apply) | Did not see the facility99 | |



| lf the | Now I would like to ask about family pl are is another provider who would be better able | | services |
|--------|--|---|----------------------------|
| NO | QUESTIONS AND FILTERS | could refer me to the appropriate person. | Relevant if: |
| 201 | Do you usually offer family planning services / products? | Yes | 009a = 1 |
| 202 | How many days in a week are family planning services / products offered / sold here? | Number of days | 201 = 1 |
| | Enter a number between 0 and 7. Enter 0 for less than 1 day per week. Enter -88 for do not know, -99 for no response. | | |
| 203 | Does this facility provide family planning supervision, support, or supplies to community health volunteers? | Yes | 006a = 1 |
| 204 | How many community health volunteers are supported by this facility to provide family planning services? | Number of CHVs | 203 = 1 |
| | Record only CHVs who receive supervision, support, or supplies for family planning. | | |
| | If CHVs were recorded as employees in 101, please do not include them here as well. | | |
| 205 | Enter -88 for do not know, -99 for no response. Do the community health volunteers provide any of the following contraceptives: | Condoms 1/0 Pills 1/0 Injectables 1/0 None of the above -77 No response -99 | 203 = 1 |
| 206 | How many times in the last 6 months (insert 6 months if biannual SDP surveys) has a mobile outreach team visited your facility to deliver supplementary/additional family planning services? | Number of times | 201 = 1 AND 006a = 1 |
| | <i>Enter -88 for do not know, -99 for no response. 0 is a possible answer.</i> | | |
| 207 | Which of the following family planning services do you offer to unmarried adolescents age 10-19? | Counsel for contraceptive methods | 201 = 1 |
| | Read all options and select all that apply. | No response99 | |



| | Section 4 – Provision of Family Planning Methods | | | |
|-----|--|---|--------------|--|
| NO | QUESTIONS AND FILTERS | CODING CATEGORIES | Relevant if: | |
| 401 | Which of the following methods are provided to clients at this facility? | Female sterilization | 201 = 1 | |
| | Read all options out loud. | INDPART1/0IUD1/0Injectables - Depo Provera1/0Injectables - Sayana Press1/0Pill1/0Emergency Contraception1/0Male Condom1/0Female Condom1/0Diaphragm1/0Foam/Jelly1/0Std. Days / Cycle beads1/0None of the above-77No response-99 | | |
| 402 | Are clients charged for obtaining any of the following methods at this facility? Read all options out loud. [ODK will only display methods selected in 401] | Female sterilization1/0Male sterilization1/0Implant1/0IUD1/0Injectables - Depo Provera1/0Injectables - Sayana Press1/0Pill1/0Emergency Contraception1/0Male Condom1/0Female Condom1/0Diaphragm1/0Std. Days / Cycle beads1/0No response-99 | 201 = 1 | |



| NO | QUESTIONS AND FILTERS | CODING CATEGORIES | Relevant if: |
|-----|---|--|---------------------|
| 403 | How much do you charge for one unit of each method that you provide? | Amount | 402 = 1 for each |
| | Enter all prices in LOCAL CURRENCY. | Female Sterilization (full cost of procedure) | method charged |
| | Enter -88 for do not know, -99 for no response. | Male Sterilization (full cost of procedure) | |
| | [ODK will only display the methods for which the facility charges from 402.] | Implants (full cost of implant and insertion) Implants (full cost of IUD and insertion) IUD (full cost of IUD and insertion) Implants (full cost of IUD and insertion) One shot of 3-month injectable (Depo Provera) Implants (full cost of IUD and insertion) One shot of 3-month injectable (Sayana Press) Implants (full cost of IUD and insertion) One shot of 3-month injectable (Sayana Press) Implants (full cost of IUD and insertion) One month supply of pills Implants (full cost of emergency contraception One male Condom Implants (full cost of emergency contragem Diaphragm Implants (full cost of emergency form/Jelly Std. Days/Cycle beads Implants (full cost of emergency form/Jelly | |
| 404 | Do family planning clients need to pay any fees in order to be seen by a provider in this facility even if they do not obtain a method of contraception? | Yes | |
| | These may be consultation or registration fees charged to everyone who is seen in this facility or may be specific to family planning clients. | | |
| 405 | On days when you offer family planning services, does this facility have trained | Yes | |
| 406 | personnel able to insert implants? On days when you offer family planning | No response | |
| 400 | services, does this facility have trained | No | - |
| | personnel able to remove implants? | No response | • |
| 407 | On days when you offer family planning | Yes1 | |
| | services, does this facility have trained | No 0 | |
| | personnel able to insert IUDs? | No response99 | IUD = 1 |
| 408 | On days when you offer family planning | Yes 1 | |
| | services, does this facility have trained | No 0 | |
| | personnel able to remove IUDs? | No response99 | |



| NO | QUESTIONS AND FILTERS | CODING CATEGORIES | | Relevant if: |
|------|--|-------------------------------|-----------------------|--------------|
| 409 | Does this facility have the following supplies | Clean Gloves | | 401 |
| | needed to insert and/or remove implants: | Antiseptic | | implant = |
| | | Sterile Gauze Pad or Cotton | | · 1 |
| | Read out all supplies and select all that apply. | Local anesthetic | | |
| | Supplies do not need to be observed, but must | Sealed Implant Pack | | |
| | be available on the day of the interview. | Surgical Blade | | |
| | , | Mosquito forceps (straight of | | |
| | | None of the above | | |
| | | No response | | |
| 410 | If a woman came in today needing an | Yes | | 401 |
| | implant inserted, could that service be | No | 0 | implant = |
| | provided to her today onsite? | No response | -99 | 1 |
| 411 | If a woman came today needing her implant | Yes | | 401 |
| | removed, could that service be provided to | No | 0 | implant = |
| | her today onsite? | No response | | 1 |
| 412 | If a woman comes to your facility today | Yes | | 401 |
| | needing her implant removed, but it is | No | | implant = |
| | deeply placed, could that service be | No response | | 1 |
| | provided to her today onsite? | | | |
| 413 | Would someone at this facility know where | Yes | | 412 = 0 |
| | to send her to have the implant removed? | No | 0 | |
| | · | No response | | |
| 414 | Does this facility have the following supplies | Exam gloves | | 401 |
| | needed to insert and/or remove IUDs: | Antiseptic (povidone iodine) | | IUD = 1 |
| | | Drapes | | |
| | Read out all supplies and select all that apply. | Scissors | | |
| | Supplies do not need to be observed, but must | Sponge-holding forceps | | |
| | be available on the day of the interview. | Speculums (large and mediu | um) 1/0 | |
| | | Tenaculum | | |
| | | Uterine sound | | |
| | | None of the above | 77 | |
| | | No response | -99 | |
| 415a | May I see your family planning register from | | | 006a = 1 |
| | last completed month? | | Total # # new | |
| | | | visits clients | |
| | From family planning register, record: | Female Sterilization | | |
| | (1) The total number of family planning visits | Male Sterilization | | |
| | (new and continuing) in the last completed | Implants | | - |
| | month, for each method. | • | | |
| | | IUD | | |
| | (2) The number of new clients who received | Injectables-3 month | | 1 |
| | family planning services in the last completed | (Depo Provera) | | |
| | month, for each method. | Injectables-3 month | | - |
| | | (Sayana Press) | | |
| | Past completed month. Enter -88 for do not | Pill | | 1 |
| | know, enter -99 for no response. | | | - |
| | | Emergency contraception | | |
| | | Male Condom | | |
| | | Female Condom | | 1 |
| | | Diaphragm | | 1 |
| | | Foam/Jelly | | 1 |
| | | | ├ ─── ├ | - |
| | | Std. Days/Cycle beads | | |



| NO | QUESTIONS AND FILTERS | CODING CATEGORIES | | Relevant if: |
|-------------------|---|---|--------------------------------|--------------------------|
| NO 415b | QUESTIONS AND FILTERS May I see your family planning register from last completed month? <u>From family planning record book, record:</u> The total number of family planning products sold in the last completed month, for each method. Enter -88 for do not know, enter -99 for no response. | CODING CATEGORIES Implants IUD Injectables-3 month (Depo Provera) Injectables-3 month (Sayana Press) Pill Emergency contraception | # of units sold or provided | Relevant if: 006a = 0 |
| | | Male Condom Female Condom Diaphragm Foam/Jelly Std. Days/Cycle beads | | |

| NO | QUESTIONS AND FILTERS | CODING CATEGORIES | Relevant if: |
|------|--|--|------------------|
| 417a | You mentioned that you typically provide the [METHOD] at this facility, can you show it to me? If no, probe: Is the [METHOD] out of stock today? [417a-e will repeat for each of the methods that are provided at the facility according to 401, | In-stock and observed | 201 = 1 |
| 417b | except Female and Male Sterilization] How many days has the [METHOD] been out of stock? [417a-e will repeat for each of the methods that are provided at the facility according to 401, except Female and Male Sterilization] Enter 1 if only for today. Enter -88 for Do not know. Enter -99 for No response. | Number of days | 417a = 3 |
| 417c | Has the [METHOD] been out of stock at any time in the last 3 months? [417a-e will repeat for each of the methods that are provided at the facility, except Female and Male Sterilization] | Yes1 No0 Don't know88 No response99 | 417a = 1 or 2 |
| 417d | Why is this facility out of stock for [METHOD]? PROBE IF MULTIPLE REASONS GIVEN: What was the main reason? [417a-e will repeat for each of the methods that are provided at the facility, except Female and Male Sterilization] | Did not place order for shipment | 417a = 3 |
| 417e | When do you expect to receive your next shipment of [METHOD]? [417a-e will repeat for each of the methods that are provided at the facility, except Female and Male Sterilization] | Weeks (1) Months (2) Don't know | 417a = 3 |



| NO | QUESTIONS AND FILTERS | CODING CATEGORIES | Relevant if: |
|-----|---|--|-----------------------------|
| 418 | Is Miso-Kare (misoprostol) available in the facility for management of postpartum hemorrhage or other gynecologic issues? | Yes | 009a = 1 AND 006a = 1 |
| 419 | Can you show it to me? If no, probe: Is it out of stock today? | In-stock and observed1 In-stock but not observed2 Out of stock3 No Response | 418 = 1 |
| 420 | Is Ma-Kare (mifepristone & misoprostol) available in the facility for management of postpartum hemorrhage or other gynecologic issues? | Yes1 No0 Don't know | 009a = 1 AND 006a = 1 |
| 421 | Can you show it to me? If no, probe: Is it out of stock today? | In-stock and observed | 420 = 1 |



| | Section 5 – Family Planning Service Integration | | | |
|-----|--|---|---|--|
| NO | QUESTIONS AND FILTERS | CODING CATEGORIES | Relevant if: | |
| 501 | Which of the following services are provided at this facility: | Antenatal | 009a = 1 AND 006a = 1 | |
| | Read all options and select all that apply. | Post-abortion 1/0 None of the above -77 No response -99 | | |
| 502 | Which of the following is discussed with the mother during an antenatal care visit? Read all options and select all that apply. If your respondent is not involved in antenatal care, ask if they can refer you to someone at the facility who provides these services. | Return to fertility | 501 antenatal = 1 | |
| 503 | Which of the following is discussed with the mother after delivery and before discharge from the facility? Read all options and select all that apply. If your respondent is not involved in delivery care, ask if they can refer you to someone at the facility who provides these services. | Return to fertility | 501 delivery = 1 | |
| 504 | Is the woman offered a method of family planning before discharge from the facility? | Yes | 501 delivery = 1 AND 201 = 1 | |
| 505 | Which of the following is discussed with the mother during a postnatal care visit? Read all options and select all that apply. If your respondent is not involved in postnatal care, ask if they can refer you to someone at the facility who provides these services. | Return to fertility | 501 postnatal = 1 | |
| 506 | Is the woman offered a method of family planning during a postnatal care visit? | Yes | 501 postnatal = 1 AND 201 = 1 | |



| NO | QUESTIONS AND FILTERS | CODING CATEGORIES | Relevant if: |
|-----|--|--|--|
| 507 | Which of the following is discussed with the mother during a post-abortion visit? Read all options and select all that apply. If your respondent is not involved in post-abortion care, ask if they can refer you to someone at the facility who provides these services. | Post-abortion mental health1/0Return to fertility1/0Healthy timing and spacing of pregnancies1/0Long-acting method options1/0Family planning methods1/0None of the above-77No response-99 | 501 post- abortion = 1 |
| 508 | Is the woman offered a method of family planning during a post-abortion visit? | Yes | 501 post- abortion = 1 AND 201 = 1 |
| 509 | Does this facility offer any service related to diagnosis, treatment, or supportive services for HIV? | Yes | 009a = 1 |
| 510 | When a client comes in for HIV services, are they offered condoms by the HIV service provider?If your respondent is not involved in HIV service provision, ask if they can refer you to someone at the facility who provides these services. | Yes | 509 = 1 AND 006a = 1 |
| 511 | Does the HIV service provider offer them any other method of contraception besides condoms? | Yes | 509 = 1 AND 006a = 1 |



| | LOCATION AND QUESTIONNAIRE RESULT | | | | |
|-----|---|---|----------|--|--|
| 094 | Ask permission to take a photo of the entrance of the facility. | Yes1 No0 | 009a = 1 | | |
| | Did you get consent to take the photo? | | | | |
| | Thank the respondent for her / his time. | | | | |
| | The respondent is finished, but there are still mor | | ty. | | |
| 095 | Ensure that no people are in the photo | TAKE PICTURE CHOOSE IMAGE | 094 = 1 | | |
| 096 | Take a GPS point outside near the entrance to the facility. | RECORD LOCATION | Always | | |
| | Record location when the accuracy is smaller than 6m. | | | | |
| 097 | How many times have you visited this service delivery point for this interview? | 1 st time | Always | | |
| 098 | In what language was this interview conducted? | English 1 French 2 Language 3 3 Language 4 4 Language 5 5 Language 6 6 Other 96 | 009a = 1 | | |
| 099 | Record the result of the Service Delivery Point Questionnaire. | Completed1Not at facility2Postponed3Refused4Partly completed5Temporarily closed6Permanently closed / destroyed7No longer serves EA (lost to follow-up)8Other9 | Always | | |