

Date: 12 Dec 2017

Service Delivery Point (SDP) Questionnaire

IDENTIFICATION							
NO	QUESTIONS AND FILTERS	CODI	NG CATEGO	DRIES			Relevant if:
001a	Your name: Is this your name? [ODK will display the name associated with the phone's serial number]		Yes			Always	
001b	Enter your name below.	Interv	iewer's Nam	e			001a = 0
	Please record your name						
002a	Current date and time.						Always
	[ODK will display on screen]	NO		•••••		0	
	Is this date and time correct?						
002b	Record the correct date and time.		Day	Month	Year		002a = 0
				NA:	A 84/D84		
			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

Service Delivery Point Questionnaire



NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:
006	Type of facility Please select the type of facility.	FACILITY TYPE 1 1 FACILITY TYPE 2 2 FACILITY TYPE 3 3 FACILITY TYPE 4 4 FACILITY TYPE 5 5 FACILITY TYPE 6 6 Other 7	Always
006a	Advanced facility	Yes	006 = #
007	Managing authority Please select the managing authority for the facility.	Government	
800	Is a competent respondent present and available to be interviewed today?	Yes	Always



INFORMED CONSENT

Find the competent respondent responsible for patient services (main administrator and family planning in-charge) who is present at the facility. Read the greeting on the next screen:

	who is present at the facility. Rea	ad the greeting on the next screen:			
009a	Hello. My name is in collaboration with OTHER PARTNERS to assist health services. Now I will read a statement explain				
	Your facility was randomly selected to participate in this study. We will be asking you questions about family planning and other reproductive health services and will ask to see patient registers. No patient names from the registers will be reviewed, recorded or shared. The information about your facility may be used by health organizations for planning service improvements or further studies of health services. The data collected from your facility will also be used by researchers for analyses. However, the name of your facility will not be provided, and any reports by researchers who use your facility data will only present information in aggregate form so that your facility cannot be identified.				
	We are asking for your help to ensure that the info which someone else is the most appropriate perso introducing us to that person.				
	You may refuse to answer any question or choose questions about the survey?	to stop the interview at any time. Do you have a	iny		
	Provide a paper copy of the Consent Form to the respondent and explain it. Then, ask:	Yes	008 = 1		
	May I begin the interview now?				
NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:		
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: [Interviewer name from Household Questionnaire]		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	009a = 1		
	Select the highest managerial qualification of the respondent.	In-charge / manager2Staff3No response-99			
013	DELETE IF R1: What year did you first begin working at this facility?	Year	009a = 1		
	Enter 2020 for do not know.				
014	DELETE IF R1: Have you previously participated in the PMA2020 service delivery point survey at this facility?	Yes 1 No 0 Do not know -88 No response -99	009a = 1		



Section 1 – Information about Services				
NO	Now I would like to ask about the QUESTIONS AND FILTERS	e services provided at this facility. CODING CATEGORIES	Relevant if:	
101	What year did this facility first begin offering	CODING CATEGORIES	009a = 1	
101	health services / products?		1	
		Year		
	Enter 2020 for do not know.			
102	How many days each week is the facility		009a = 1	
	routinely open?	Number of		
	Enter a number between 0 and 7. Enter 0 for	days		
	less than 1 day per week. Enter -88 for do not			
104	know, -99 for no response. Now I have some questions about staffing		009a = 1	
	for this facility. For the following questions,	Actual #		
	please tell me how many staff with this	MEDICAL STAFF 1		
	qualification are currently assigned to this facility.	MEDICAL STAFF 2		
	-	MEDICAL STAFF 3		
	We want to know the highest technical qualification that any staff may hold	MEDICAL STAFF 4		
	regardless of the person's actual	MEDICAL STAFF 5		
	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.	Other Medical Staff		
105a	Do you have an estimate of the size of the	No catchment area1	006a = 1	
1000	catchment population that this facility	Yes, knows size of catchment area2	1	
	serves that is, the target, or total population	Doesn't know size of catchment area3		
	living in the area served by this facility?	No response99		
105b	What is the size of the catchment		105a = 2	
	population?	Number of		
	Record the number of people living in the area	people		
400	served by this facility.		000 4	
106	How many beds does the facility have?	Number of	006a = 1	
	0 is a possible answer. Enter -88 for do not	beds		
107	know, -99 for no response. When was the last time an owner /	Navar autamal auramisian	009a = 1	
107	supervisor from outside this facility came	Never external supervision0 Within the past 6 months1	009a – 1	
	here to visit?	More than 6 months ago2		
		Don't know88 No response99		
108a	Does this facility have electricity at this	Yes1	009a = 1	
	time?	No0		
	Select for running electricity only.	No response99		
108b	At any point today, has the electricity been	Yes1	009a = 1	
	out for two or more hours?	No0		
		Don't know88 No response99		
109a	Does this facility have running water at this	Yes1	009a = 1	
	time?	No0		
	Select for running water only.	No response99		
<u> </u>	Solost for running water only.	<u> </u>		



NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:
109b	At any point today, has running water been	Yes1	009a = 1
	unavailable for two or more hours?	No0	
		Don't know88	
		No response99	
110	How many hand-washing facilities are		006a = 1
	available on site for staff to use?	Number of	
		facilities	
	Enter -88 for do not know, -99 for no response.		
111	May I see a nearby handwashing facility that	Soap is present	110 > 0
	is used by staff?	Stored water is present 1/0	
		Running water is present 1/0	
	Handwashing facility must be accessible to	Handwashing area is near a sanitation	
	most health workers in the facility.	facility 1/0	
		None of the above77	
	At the handwashing facility, OBSERVE:	Did not see the facility99	
	(Select all that apply)		



Section 2 – Family Planning Service Availability

Now I would like to ask about family planning services provided at this facility.

If there is another provider who would be better able to answer my questions on family planning services in this facility, I would appreciate if you could refer me to the appropriate person.

NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:
201	Do you usually offer family planning services / products?	Yes	009a = 1
202	When did this facility first begin offering family planning services / products? The respondent reported that the facility opened in [YEAR FROM 101]. Enter 2020 for do not know.	Year	201 = 1
203	How many days in a week are family planning services / products offered / sold here?	Number of days	201 = 1
	The facility is open [DAYS FROM 102] per week. 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.		
205	Does this facility provide family planning supervision, support, or supplies to community health volunteers?	Yes 1 No 0 No response -99	006a = 1
206	How many community health volunteers are supported by this facility to provide family planning services? Record only CHVs who receive supervision, support, or supplies for family planning. If CHVs were recorded as employees in 104, please do not include them here as well. Enter -88 for do not know, -99 for no response.	Number of CHVs	205 = 1
207	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	205 = 1
208	How many times in the last 12 months (insert 6 months if R2+) has a mobile outreach team visited your facility to deliver supplementary/additional family planning services? Enter -88 for do not know, -99 for no response. 0 is a possible answer.	Number of times	201 = 1 AND 006a = 1
209	Which of the following family planning services do you offer to unmarried adolescents? Read all options and select all that apply.	Counsel for contraceptive methods	201 = 1



Section 4 – Provision of Family Planning Methods			
NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:
401a	For which of the following methods do providers at this facility counsel women	Female sterilization	201 = 1
	about the characteristics of the method, its benefits, and its side effects?	Implant	
	Read all options out loud.	Injectables – Depo Provera1/0 Injectables – Sayana Press1/0 Pill1/0	
		Emergency Contraception	
		Female Condom1/0 Diaphragm1/0	
		Foam/Jelly1/0 Std. Days / Cycle beads1/0	
		LAM 1/0 Rhythm method 1/0 Withdrawal 1/0	
		None of the above -77 No response -99	
401b	Which of the following methods are provided to clients at this facility?	Female sterilization	201 = 1
	Read all options out loud.	IUD	
		Injectables - Sayana Press	
		Emergency Contraception	
		Diaphragm	
		Std. Days / Cycle beads	
		No response99	
401c	Are clients charged for obtaining any of the following methods at this facility?	Female sterilization	201 = 1
	Read all options out loud.	Implant	
	[ODK will only display methods selected in 401b]	Injectables - Sayana Press1/0 Pill1/0	
		Emergency Contraception	
		Diaphragm	
		Std. Days / Cycle beads	



NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:
402	How much do you charge for one unit of each method that you provide?	Amount	
	Enter all prices in LOCAL CURRENCY.	Female Sterilization (full cost of procedure)	
	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 401c.]	Implants (full cost of implant and insertion) IUD (full cost of IUD and insertion) One shot of 3-month injectable (Depo Provera) One shot of 3-month	
		injectable (Sayana Press) One month supply of pills	
		A single dose of emergency contraception One male Condom	
		One female Condom	
		Diaphragm	
		Foam/Jelly	
		Std. Days/Cycle beads	
403	Do family planning clients need to nev any	Yes1	201 = 1
403	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?	No	
	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	Yes1	401b:
	services, does this facility have trained	No0	
400	personnel able to insert implants?	No response -99	
406	On days when you offer family planning services, does this facility have trained	Yes	401b: implant =
	personnel able to remove implants?	No response	1 1
407	On days when you offer family planning	Yes1	401b:
	services, does this facility have trained	No0	
100	personnel able to insert IUDs?	No response -99	
408	On days when you offer family planning	Yes1	401b:
	services, does this facility have trained personnel able to remove IUDs?	No0 No response99	
409	Does this facility have the following supplies	Clean Gloves	
	needed to insert and/or remove implants:	Antiseptic1/0	implant =
		Sterile Gauze Pad or Cotton Wool1/0	1
	Read out all supplies and select all that apply.	Local anaesthetic1/0	
	Supplies do not need to be observed, but must	Sealed Implant Pack	
	be available on the day of the interview.	Surgical Blade1/0 None of the above77	
		No response	



NO	QUESTIONS AND FILTERS	CODING CATEGORIES		Relevant if:
410	Does this facility have the following supplies	Sponge-holding forceps	1/0	401b:
	needed to insert and/or remove IUDs:	Speculums (large and mediu Tenaculum	ım)1/0 1/0	IUD = 1
	Read out all supplies and select all that apply. Supplies do not need to be observed, but must	Uterine sound None of the above	77	
411a	be available on the day of the interview. May I see your family planning register from	No response	99	006a = 1
Tila	last completed month?	Female Sterilization	Total # # new visits clients	-
	<u>From family planning register, record</u> : (1) The total number of family planning visits	Male Sterilization		-
	(new and continuing) in the last completed			
	month, for each method.	Implants		
	(O) The second on a factor of the second of	IUD		
	(2) The number of new clients who received family planning services in the last completed month, for each method.	Injectables-3 month (Depo Provera) Injectables-Sayana Press		_
	Dont completed month Enter 99 for do not	Pill		1
	Past completed month. Enter -88 for do not know, enter -99 for no response.	Emergency contraception		-
		Male Condom		1
		Female Condom		-
		Diaphragm		-
		Foam/Jelly		1
		Std. Days/Cycle beads		1
411b	May I see your family planning register from last completed month?	, ,	# of units sold or provided	006a = 0
	From family planning record book, record:	Implants	or provided	
	The total number of family planning products	IUD		
	sold in the last completed month, for each method.	Injectables-3 month		
	E	(Depo Provera) Injectables-Sayana Press		
	Enter -88 for do not know, enter -99 for no response.	Pill		
	•	Emergency contraception		
		Male Condom		
		Female Condom		
		Diaphragm		
		Foam/Jelly		
		Std. Days/Cycle beads		
412	In the past 12 months (insert 6 months if	Yes	1	201 = 1
	R2+), have there been any meetings where	No	0	
	service statistics (or inventory) for family planning are discussed with staff?	No response	99	



NO	QUESTIONS AND FILTERS	CODING CATE	GORIES		Relevant if:
413	May I see any wall charts, graphs, written reports, minutes or other written materials produced with service data from the 12 months (insert 6 months if R2+)? Select all relevant types of documentation observed. Posters or other information, education and communication (IEC) materials that do not contain any service data should not be counted.	Observed writte Observed other data Other	Observed wall chart / graph		
414a	May I see the room where examinations for family planning are conducted?	No			201 = 1 AND 006a = 1
414b	For each of the following items, check to see whether item is either in room where examinations are conducted or in an adjacent room. Running water (piped)	Observed 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Reported but unseen 2 2 2 2 2 2 2 2 2 2 2 2 2	Not available -77 -77 -77 -77 -77 -77 -77 -	414a = 1
416a	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? [416a-c will repeat for each of the methods that are provided at the facility according to 401b, except Female and Male Sterilization]	In-stock but not Out of stock		2 3	201 = 1
416b	How many days has the [METHOD] been out of stock? [416a-c will repeat for each of the methods that are provided at the facility according to 401b, 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		416a = 3



NO	QUESTIONS AND FILTERS	CODING CATEGORIES			Relevant if:
416c	Has the [METHOD] been out of stock at any time in the last 3 months? [416a-c will repeat for each of the methods that are provided at the facility, except Female and	Yes No Don't know No response		0 88	416a = 1 or 2
417a	Male Sterilization] May I see the room where contraceptive supplies are stored? If you are already in the room, select "Yes"	Yes No No response		0	201 = 1
417b	Observe the place where contraceptive		Yes	No	417a = 1
	supplies are stored and report on the following condition:	Are all the methods off the floor?	1	0	
		Are all the methods protected from water?	1	0	
		Are all the methods protected from the sun?	1	0	
		Is the room clean of evidence of rodents (bats, rats) or pests (roaches)?	1	0	



	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			
502	Which of the following is discussed with the mother after delivery or during the first postnatal visit? Read all options and select all that apply. If your respondent is not involved in delivery or postnatal care, ask if they can refer you to someone at the facility who provides these services.	Return to fertility	501: Delivery= 1 OR Postnatal = 1		
503	Is the woman offered a method of family planning during the postnatal visit?	Yes 1 No 0 No response -99	501: postnatal = 1 AND 201 = 1		
504	During post-abortion visits, which of the following is discussed with the client: Read all options and select all that apply.	Post-abortion mental health	501: Post- abortion = 1		
505	Is the woman offered a method of family planning during the post-abortion visit?	Yes	501: Post- abortion = 1 AND 201 = 1		
506	Does this facility offer any service related to diagnosis, treatment, or supportive services for HIV?	Yes 1 No 0 No response -99	009a = 1		
508a	When a client comes in for HIV services, are they given condoms by the HIV service provider?	Yes 1 No 0 Don't know -88 No response -99	506 = 1 AND 006a = 1		
	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.				



NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:
508b	Does the HIV service provider offer them	Yes1	506 = 1
	any other method of contraception besides	No0	AND
	condoms?	Don't know88	006a = 1
		No response99	
508c	Are they given information on where they	Yes1	508b=0
	can obtain contraception elsewhere?	No0	AND
		Don't know88	006a = 1
		No response99	
508d	Are they referred within the facility, outside	Within facility only1	508c = 1
	the facility, or both?	Outside facility only2	
	-	Both3	006a = 1
		Don't know88	
		No response99	

LOCATION AND QUESTIONNAIRE RESULT				
094	Ask permission to take a photo of the entrance of the facility.	Yes	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 more questions for you to complete outside the facility.				
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?	1st time 1 2nd time 2 3rd time 3	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.	Completed 1 Not at facility 2 Postponed 3 Refused 4 Partly completed 5 Other 6	Always	