



### Service Delivery Point (SDP) Questionnaire

NO	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP								
<b>IDENTIFICATION</b>											
A	<b>Interviewer's name: Is this your name?</b> [ODK will display the name associated with the phone's serial number.] <i>Check the button next to the name if that is your name and select 'yes' here. Do not check the button if that is not your name and select 'no' here (long press to remove response next to the name if needed).</i>	Yes ..... 1 No ..... 0									
	<b>Enter your name below.</b> <i>Please record your name</i>	Interviewer's Name									
B	<b>Current date and time.</b> [ODK will display on screen] <b>Is this date and time correct?</b>	Yes ..... 1 No ..... 0	Skip to E if Yes								
C	<b>Record the correct date and time.</b>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;">Date</td> <td style="width: 25%;">Day</td> <td style="width: 25%;">Month</td> <td style="width: 25%;">Year</td> </tr> <tr> <td>Time</td> <td>Hour</td> <td>Min</td> <td>AM/PM</td> </tr> </table>	Date	Day	Month	Year	Time	Hour	Min	AM/PM	
Date	Day	Month	Year								
Time	Hour	Min	AM/PM								
D1	<b>Region</b> <i>Please select the name of the Region where the facility is located.</i>	Ashanti ..... 1 Brong-Ahafo ..... 2 Central ..... 3 Eastern ..... 4 Greater Accra ..... 5 Northern ..... 6 Upper East ..... 7 Upper West ..... 8 Volta ..... 9 Western ..... 10									
D2	<b>District</b> <i>Please select the name of the district where the facility is located.</i>	ODK will populate a list of appropriate district based on the region selected for SQ E									
D3	<b>Locality name</b> <i>Please select the name of the Locality where the facility is located.</i>	ODK will populate a list of appropriate localities based on the district selected for SQ F									
D5	<b>Enumeration area</b> <i>Please select the number of the EA where the facility is located or to which it is assigned.</i>	ODK will populate a list of appropriate EA codes based on the locality selected for SQ G									
E	<b>Facility number</b> <i>Please record the number of the facility from the listing form.</i>										

Service Delivery Point Questionnaire

NO	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
F	<p><b>Type of facility</b></p> <p><i>Please select the type of facility.</i></p>	Hospital / Polyclinic..... 1 Health center ..... 2 Health clinic ..... 3 CHPS..... 4 Pharmacy ..... 5 Chemist shop..... 6 Retail outlet..... 7 Other..... 8	
G	<p><b>Managing authority</b></p> <p><i>Please select the managing authority for the facility.</i></p>	Government..... 1 NGO ..... 2 Faith-based organization ..... 3 Private ..... 4 Other..... 5	
H	<p><b>Is a competent respondent present and available to be interviewed today?</b></p>	Yes ..... 1 No ..... 0	Skip to L if No
<p><b>INFORMED CONSENT</b></p> <p><i>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:</i></p>			
<p>Hello. My name is _____. We are here on behalf of Kwame Nkrumah University of Science and Technology, and the Ghana Health Service to assist the government and communities in knowing more about health services. Now I will read a statement explaining the survey.</p> <p>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.</p> <p>We are asking for your help to ensure that the information we collect is accurate. If there are questions for which someone else is the most appropriate person to provide the information, we would appreciate your introducing us to that person.</p> <p>You may refuse to answer any question or choose to stop the interview at any time. Do you have any questions about the survey?</p>			
I	<p>Provide a paper copy of the Consent Form to the respondent and explain it. Then, ask:</p> <p><b>May I begin the interview now?</b></p>	Yes ..... 1 No ..... 0	Skip to P if No
	<p><b>Respondent's signature</b></p> <p><i>Please ask the respondent to sign or check the box in agreement of their participation.</i></p>	Gather signature: Check box: <input type="checkbox"/>	
J	<p><b>Interviewer's name</b></p> <p><i>Please record your name as a witness to the consent process. You previously entered "[NAME FROM HQ B]."</i></p>		
K	<p><b>Name of the facility</b></p> <p><i>Please record the name of the facility.</i></p>		

Service Delivery Point Questionnaire

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L	<b>What is your position in this facility?</b> <i>Select the highest managerial qualification of the respondent.</i>	Owner ..... 1 In-charge / manager ..... 2 Staff ..... 3																									
M	<b>When did you first begin working at this facility?</b> <i>Enter Jan2020 for do not know.</i>	Months:  Years:																									
N	<b>Have you previously participated in the PMA2020 service delivery point survey at this facility?</b>	Yes ..... 1 No ..... 0 Don't know ..... -88 No response ..... -99																									
<b>Section 1 – Information about services</b>																											
<i>Now I would like to ask about the services provided at this facility</i>																											
1	<b>What year did this facility first begin offering health services / products?</b> <i>Enter Jan 2020 for do not know.</i>	Month <input type="text"/> Year <input type="text"/>																									
2	<b>How many days each week is the facility routinely open?</b> <i>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</i>	Number of days: <input type="text"/>																									
	<b>CHECK F: type of facility?</b>	Hospital / Polyclinic..... 1 Health center ..... 2 Health clinic ..... 3 CHPS..... 4 Pharmacy ..... 5 Chemist shop..... 6 Retail outlet..... 7 Other ..... 8	Skip to 3b If F: 5,6,7  Skip to 3c If F: 2,4																								
3a	<b>Now I have some questions about staffing for this facility.</b> <b>For the following questions, please tell me how many staff with this qualification are currently assigned to this facility.</b> <b>Finally, tell me the total number present at any time today.</b> <b>We want to know the highest technical qualification that any staff may hold regardless of the person's actual assignment or specialist studies.</b> <i>Enter -88 for do not know and -99 for no response. 0 is a possible answer.</i>	<table border="1"> <thead> <tr> <th></th> <th>Total #</th> <th># Present Today</th> </tr> </thead> <tbody> <tr> <td>Doctor</td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Nurse/midwife</td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Medical assistant</td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Ambulance staff</td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Pharmacist</td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Medical counter assistant</td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td>Other medical staff</td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </tbody> </table>		Total #	# Present Today	Doctor	<input type="text"/>	<input type="text"/>	Nurse/midwife	<input type="text"/>	<input type="text"/>	Medical assistant	<input type="text"/>	<input type="text"/>	Ambulance staff	<input type="text"/>	<input type="text"/>	Pharmacist	<input type="text"/>	<input type="text"/>	Medical counter assistant	<input type="text"/>	<input type="text"/>	Other medical staff	<input type="text"/>	<input type="text"/>	Skip to 4
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3b	<p>Now I have some questions about staffing for this facility.</p> <p>For the following questions, please tell me how many staff with this qualification are currently assigned to this facility.</p> <p>Finally, tell me the total number present at any time today.</p> <p>We want to know the highest technical qualification that any staff may hold regardless of the person's actual assignment or specialist studies.</p> <p><i>Enter -88 for do not know and -99 for no response. 0 is a possible answer.</i></p>	<table border="1"> <thead> <tr> <th></th> <th>Total #</th> <th># Present Today</th> </tr> </thead> <tbody> <tr> <td>Pharmacist</td> <td></td> <td></td> </tr> <tr> <td>Medical counter assistant</td> <td></td> <td></td> </tr> <tr> <td>Other medical staff</td> <td></td> <td></td> </tr> </tbody> </table>		Total #	# Present Today	Pharmacist			Medical counter assistant			Other medical staff			Skip to 8									
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4	<p>Is there a healthcare worker present at the facility at all times or officially on call for the facility at all times (24 hours a day) for emergencies?</p>	<p>Yes, 24-hr staff ..... 1</p> <p>No, no 24-hr staff..... 0</p> <p>No response ..... -99</p>																						
5	<p>Do you have an estimate of the size of the catchment population that this facility serves that is, the target, or total population living in the area served by this facility?</p>	<p>No catchment area ..... 1</p> <p>Yes, knows size of catchment area ..... 2</p> <p>Doesn't know size of catchment area..... -88</p> <p>No response ..... -99</p>	Skip to 7 if No or DK																					
6	<p>What is the size of the catchment population?</p> <p><i>Record the number of people living in the area served by this facility.</i></p>	<p>Number of people <input type="text"/></p>																						

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7	<p><b>How many beds does the facility have?</b></p> <p><i>0 is a possible answer. Enter -88 for do not know, -99 for no response.</i></p>	Number of beds <input type="text"/>																							
8	<p><b>When was the last time an owner / supervisor from outside this facility came here to visit?</b></p>	Never external supervision ..... 0 Within the past 6 months ..... 1 More than 6 months ago ..... 2 Don't know ..... -88 No response ..... -99																							
9	<p><b>Does this facility have electricity today?</b></p> <p><i>Select for running electricity only. If electricity was off for more than two hours today, mark no.</i></p>	Yes ..... 1 No ..... 0																							
10	<p><b>Does this facility have running water today?</b></p> <p><i>Select for running water only. If water was off for more than two hours today, mark no.</i></p>	Yes ..... 1 No ..... 0																							
	<p><b>CHECK F: type of facility?</b></p>	Hospital / Polyclinic ..... 1 Health center ..... 2 Health clinic ..... 3 CHPS ..... 4 Pharmacy ..... 5 Chemist shop ..... 6 Retail outlet ..... 7 Other ..... 8		Skip to 13 if 1: 5, 6 or 7																					
11	<p><b>How many hand-washing facilities are available on site for staff to use?</b></p> <p><i>Enter -88 for do not know, -99 for no response.</i></p>	Number of facilities <input type="text"/>		Skip to 13 if 0																					
12	<p><b>Ask to see the nearest hand washing facility. At the hand washing facility OBSERVE:</b></p> <p><i>Select all that apply.</i></p>		<table border="1"> <thead> <tr> <th></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>Soap is present .....</td> <td>1</td> <td>0</td> </tr> <tr> <td>Water source is present: stored water .....</td> <td>1</td> <td>0</td> </tr> <tr> <td>Water source is present: running water .....</td> <td>1</td> <td>0</td> </tr> <tr> <td>Hand washing area is near a sanitation facility .....</td> <td>1</td> <td>0</td> </tr> <tr> <td>None of the above.....</td> <td>-88</td> <td></td> </tr> <tr> <td>Did not see the facility.....</td> <td>1</td> <td>0</td> </tr> </tbody> </table>		Yes	No	Soap is present .....	1	0	Water source is present: stored water .....	1	0	Water source is present: running water .....	1	0	Hand washing area is near a sanitation facility .....	1	0	None of the above.....	-88		Did not see the facility.....	1	0	
	Yes	No																							
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None of the above.....	-88																								
Did not see the facility.....	1	0																							
13	<p><b>Does the facility have a functioning computer?</b></p> <p><i>No need to observe</i></p>	Yes ..... 1 No ..... 0																							
	<p><b>CHECK F: type of facility?</b></p>	Hospital / Polyclinic ..... 1 Health center ..... 2 Health clinic ..... 3 CHPS ..... 4 Pharmacy ..... 5 Chemist shop ..... 6 Retail outlet ..... 7 Other ..... 8		Skip to 15 if 1: 5, 6 or 7																					

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14	<b>How does this facility finally dispose of sharp items or filled sharps boxes?</b>	Never have sharps waste ..... 0 Burn in incinerator ..... 1 Open Burning ..... 2 Dump without burning..... 3 Remove offsite..... 4 Other..... 5 No response ..... -99	
<b>Section 2 – Family Planning Services</b>			
<i>Now I would like to ask about family planning services provided at this facility.</i>			
15	<b>Do you usually offer family planning services / products?</b>	Yes ..... 1 No ..... 0	Skip to 19 if No
16	<b>What year did this facility first begin offering family planning services / products?</b>  <b>The respondent reported that the facility opened in [YEAR MONTH FROM SQ1]</b>  <i>Enter Jan 2020 for do not know.</i>	Month <input type="text"/> Year <input type="text"/>	
17	<b>How many days in a week are family planning services / products offered / sold here?</b>  <b>The facility is open [DAYS FROM SQ2] per week.</b>  <i>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.</i>	Number of days: <input type="text"/>	
18	<b>Are family planning services / products offered here today?</b>	Yes ..... 1 No ..... 0	
	<b>CHECK F: type of facility?</b>	Hospital / Polyclinic..... 1 Health center ..... 2 Health clinic ..... 3 CHPS..... 4 Pharmacy ..... 5 Chemist shop..... 6 Retail outlet..... 7 Other..... 8	Skip to 23 if 1, 5, 6 or 7
19	<b>Does this facility provide family planning supervision, support, or supplies to community health volunteers?</b>	Yes ..... 1 No ..... 0	Skip to 22 if No
20	<b>How many community health volunteers are supported by this facility?</b>  <i>Record only CHVs who receive supervision, support, or supplies for family planning. If any health volunteers were recorded as paid staff of the facility in SQ3 they should not be listed as CHVs as well</i>  <i>Enter -88 for do not know, -99 for no response.</i>	Number of CHWs: <input type="text"/>	

Service Delivery Point Questionnaire

NO	QUESTIONS AND FILTERS	CODING CATEGORIES			SKIP
21	<b>Do the community health volunteers provide any of the following contraceptives:</b>		<u>Yes</u>	<u>No</u>	
	Condoms .....		1	0	
	Pills .....		1	0	
	Injectables.....		1	0	
	None of the above .....		-77		
	No response .....		-99		
22	<b>How many times in the last 12 months has a mobile outreach team visited your facility to deliver supplementary/additional family planning services?</b> <i>Enter -88 for do not know, -99 for no response. 0 is a possible answer.</i>	Number of times: <input type="text"/>			
	<b>CHECK 15:</b> Offer FP services/products?	Yes ..... 1 No ..... 0			Skip to 25 if No
23	<b>Does this facility have any routine user-fees or charges for any services related to family planning?</b> <i>This includes any fees, including those for registration or for client health records.</i>	Yes ..... 1 No ..... 0			Skip to 25 if No
24	<b>Are the official fees posted so that the client can easily see them?</b> <i>If yes, posted fees must be observed.</i>	Yes, all fees are posted ..... 1 Some, not all, fees posted ..... 2 No posted fees ..... 0 No response ..... -99			
25	<b>Do you collect information about clients' opinion in any of the following ways?</b> <i>Select all methods that apply</i>		<u>Yes</u>	<u>No</u>	Skip to 29 if "None of the above"
	Suggestion box.....	1	0		
	Client survey form.....	1	0		
	Client interview form .....	1	0		
	Official meeting with community leaders ..	1	0		
	Informal discussion with client or community .....	1	0		
	Direct client feedback to staff .....	1	0		
	Other.....	1	0		
	None of the above .....	1	0		
	Don't know .....	-88			
	No response .....	-99			
26	<b>Is there a procedure for reviewing or reporting on clients' opinions?</b>	Yes ..... 1 No ..... 0			Skip to 28 if No
27	<b>Ask to see a report or form on which data are compiled or discussion is reported.</b>	Report seen ..... 1 Report not seen..... 2			
28	<b>In the past 12 months, have any changes been made in the program as a result of client opinion?</b> <i>If yes, indicate if the change(s) are related to any of the listed topics.</i>	No ..... 0 Yes, change in services or times offered or way services are provided ..... 1 Yes, change for client comfort ..... 2 Other..... 3 Don't know ..... -88 No response ..... -99			
	<b>CHECK 15:</b> Offer FP services/products?	Yes ..... 1 No ..... 0			Skip to 30 if No

Service Delivery Point Questionnaire

NO	QUESTIONS AND FILTERS	CODING CATEGORIES							SKIP
29	<b>In the past 12 months, have there been any meetings where service statistics (or inventory) for family planning are discussed with staff?</b>	Yes ..... 1 No ..... 0							
30	<b>Do you use any of the following to review service data for monitoring and evaluation?</b>  <i>Ask to see any reports, wall graphs or charts that show service data has been reviewed. Select all relevant types of documentation observed.</i>			<u>Yes</u>		<u>No</u>			
		Wall chart / graph .....		1		0			
		Written report / minutes .....		1		0			
		Other.....		1		0			
		Nothing observed .....		1		0			
	<b>CHECK 15:</b> Offer FP services/products?	Yes ..... 1 No ..... 0							Skip to 40 if No
	<b>CHECK F:</b> type of facility?	Hospital / Polyclinic..... 1 Health center .....2 Health clinic .....3 CHPS.....4 Pharmacy .....5 Chemist shop.....6 Retail outlet..... 7 Other 8							Skip to 31b If F: 2, 4, 5, 6 or 7
31 a	<b>Which of the following methods of contraception are counseled, provided, prescribed/referred and/or charged?</b>  <i>Cou: Counseled; Pro: Provided; Pre: Prescribed / Referred; Chg: charge</i>  <i>All options should be read aloud</i>	<u>Cou</u> <u>Yes</u>	<u>Cou</u> <u>No</u>	<u>Pro</u> <u>Yes</u>	<u>Pro</u> <u>No</u>	<u>Pre</u> <u>Yes</u>	<u>Pre</u> <u>No</u>	<u>Chg</u> <u>Yes</u>	Skip to 33 if no charges
	Female sterilization .....	1	0	1	0	1	0	1	
	Male sterilization .....	1	0	1	0	1	0	1	
	Implant .....	1	0	1	0	1	0	1	
	IUD.....	1	0	1	0	1	0	1	
	Injectables – 3 months.....	1	0	1	0	1	0	1	
	Injectables – 1 month.....	1	0	1	0	1	0	1	
	Pill .....	1	0	1	0	1	0	1	
	Emergency Contraception .....	1	0	1	0	1	0	1	
	N-Tablet .....	1	0	1	0	1	0	1	
	Male condom .....	1	0	1	0	1	0	1	
	Female condom .....	1	0						
	LAM.....	1	0	1	0	1	0	1	
	Standard Days/Cycle beads .....	1	0	1	0	1	0	1	
	Rhythm method.....	1	0	1	0	1	0	1	
	Diaphragm .....	1	0	1	0	1	0	1	
	Foam/Jelly.....	1	0						
	Withdrawal .....	1	0						
	Washing/Douching.....								



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31 b	<p><b>Which of the following methods of contraception are counseled, provided, prescribed/referred and/or charged?</b></p> <p><i>Cou: Counseled; Pro: Provided; Pre: Prescribed / Referred; Chg: charge</i></p> <p><i>All options should be read aloud</i></p>	<p><u>Cou</u> Yes</p>	<p><u>Cou</u> No</p>	<p><u>Pro</u> Yes</p>	<p><u>Pro</u> No</p>	<p><u>Pre</u> Yes</p>	<p><u>Pre</u> No</p>	<p><u>Chg</u> Yes</p>	<p>Skip to 33 if no charges</p> <p>Skip to 32 if charges</p>
		1	0	1	0	1	0	1	
	Implant .....	1	0	1	0	1	0	1	
	IUD .....	1	0	1	0	1	0	1	
	Injectables – 3 months .....	1	0	1	0	1	0	1	
	Injectables – 1 month .....	1	0	1	0	1	0	1	
	Pill .....	1	0	1	0	1	0	1	
	Emergency Contraception .....	1	0	1	0	1	0	1	
	N-Tablet .....	1	0	1	0	1	0	1	
	Male condom .....	1	0	1	0	1	0	1	
	Female condom .....	1	0						
	LAM.....	1	0	1	0	1	0	1	
	Standard Days/Cycle beads .....	1	0						
	Rhythm method.....	1	0	1	0	1	0	1	
	Diaphragm .....	1	0	1	0	1	0	1	
	Foam/Jelly.....	1	0						
	Withdrawal .....	1	0						
	Washing/Douching.....	1	0						
32	<p><b>How much do you charge for one unit of each method that you provide?</b></p> <p><i>Enter all prices in New Currency and Cedis.</i></p> <p><i>Enter -88 for do not know, -99 for no response.</i></p> <p>[ODK will only display the methods for which the facility charges from SQ 31.]</p>	<p style="text-align: center;"><b>Amount per Unit:</b></p> <p>Female sterilization <input type="text"/></p> <p>Male sterilization <input type="text"/></p> <p>Implant <input type="text"/></p> <p>IUD <input type="text"/></p> <p>Injectables – 3 months <input type="text"/></p> <p>Injectables – 1 month <input type="text"/></p> <p>Pill <input type="text"/></p> <p>Emergency Contraception <input type="text"/></p> <p>N-Tablet <input type="text"/></p> <p>Male condom <input type="text"/></p> <p>Female condom <input type="text"/></p> <p>Standard Days/Cycle beads <input type="text"/></p> <p>Diaphragm <input type="text"/></p> <p>Foam/Jelly <input type="text"/></p>							
	<p><b>CHECK F: type of facility?</b></p>	<p>Hospital / Polyclinic..... 1</p> <p>Health center .....</p> <p>Health clinic .....</p> <p>CHPS..... 4</p> <p>Pharmacy .....</p> <p>Chemist shop..... 6</p> <p>Retail outlet..... 7</p> <p>Other..... 8</p>							<p>Skip to 39b if F is 5, 6 or 7</p>
	<p><b>CHECK 31: Are implants provided?</b></p>	<p>Yes ..... 1</p> <p>No ..... 0</p>							<p>Skip to 35 if No</p>

Service Delivery Point Questionnaire

NO	QUESTIONS AND FILTERS	CODING CATEGORIES		SKIP																											
33	On days when you offer family planning services, does this facility have trained personnel able to insert implants?	Yes ..... 1 No ..... 0																													
34	On days when you offer family planning services, does this facility have trained personnel able to remove implants?	Yes ..... 1 No ..... 0																													
	<b>CHECK 31:</b> Are IUDs provided?	Yes ..... 1 No ..... 0		Skip to 37 if No																											
35	On days when you offer family planning services, does this facility have trained personnel able to insert IUDs?	Yes ..... 1 No ..... 0																													
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37	Does this facility have the following supplies needed to insert and/or remove implants:  <i>Read out all supplies and select all that apply. Supplies do not need to be observed, but must be available on the day of the interview.</i>	<table border="1"> <thead> <tr> <th></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>Clean Gloves.....</td> <td>1</td> <td>0</td> </tr> <tr> <td>Antiseptic.....</td> <td>1</td> <td>0</td> </tr> <tr> <td>Sterile Gauze Pad or Cotton Wool.....</td> <td>1</td> <td>0</td> </tr> <tr> <td>Local Anesthetic.....</td> <td>1</td> <td>0</td> </tr> <tr> <td>Sealed Implant Pack.....</td> <td>1</td> <td>0</td> </tr> <tr> <td>Surgical Blade.....</td> <td>1</td> <td>0</td> </tr> <tr> <td>None of the above.....</td> <td>-88</td> <td></td> </tr> <tr> <td>No response.....</td> <td>-99</td> <td></td> </tr> </tbody> </table>		Yes	No	Clean Gloves.....	1	0	Antiseptic.....	1	0	Sterile Gauze Pad or Cotton Wool.....	1	0	Local Anesthetic.....	1	0	Sealed Implant Pack.....	1	0	Surgical Blade.....	1	0	None of the above.....	-88		No response.....	-99			
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Service Delivery Point Questionnaire

NO	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP																																													
39 a	<p><b>From family planning register, record:</b></p> <p>(1) The total number of family planning visits (new and continuing) in the last completed month, for each method.</p> <p>(2) The number of new clients who received family planning services in the last completed month, for each method.</p> <p><i>Past completed month. Enter -88 for no not know, enter -99 for no response.</i></p>	<table border="1"> <thead> <tr> <th></th> <th>Total # Visits</th> <th># New Clients</th> </tr> </thead> <tbody> <tr><td>Female sterilization</td><td></td><td></td></tr> <tr><td>Male sterilization</td><td></td><td></td></tr> <tr><td>Implant</td><td></td><td></td></tr> <tr><td>IUD</td><td></td><td></td></tr> <tr><td>Injectables – 3 months</td><td></td><td></td></tr> <tr><td>Injectables – 1 month</td><td></td><td></td></tr> <tr><td>Pill</td><td></td><td></td></tr> <tr><td>Emergency Contraception</td><td></td><td></td></tr> <tr><td>N-Tablet</td><td></td><td></td></tr> <tr><td>Male condom</td><td></td><td></td></tr> <tr><td>Female condom</td><td></td><td></td></tr> <tr><td>Standard Days/Cycle beads</td><td></td><td></td></tr> <tr><td>Diaphragm</td><td></td><td></td></tr> <tr><td>Foam/Jelly</td><td></td><td></td></tr> </tbody> </table>		Total # Visits	# New Clients	Female sterilization			Male sterilization			Implant			IUD			Injectables – 3 months			Injectables – 1 month			Pill			Emergency Contraception			N-Tablet			Male condom			Female condom			Standard Days/Cycle beads			Diaphragm			Foam/Jelly			
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39 b	<p><b>From family planning record book, record:</b></p> <p>The total number of family planning products sold in the last completed month, for each method.</p> <p><i>The total number of family planning products sold in the last completed month, for each method.</i></p> <p><i>Enter -88 for do not know, enter -99 for no response.</i></p>	<table border="1"> <thead> <tr> <th></th> <th># of Products Sold</th> </tr> </thead> <tbody> <tr><td>Implant</td><td></td></tr> <tr><td>IUD</td><td></td></tr> <tr><td>Injectables – 3 months</td><td></td></tr> <tr><td>Injectables – 1 month</td><td></td></tr> <tr><td>Pill</td><td></td></tr> <tr><td>Emergency Contraception</td><td></td></tr> <tr><td>N-Tablet</td><td></td></tr> <tr><td>Male condom</td><td></td></tr> <tr><td>Female condom</td><td></td></tr> <tr><td>Standard Days/Cycle beads</td><td></td></tr> <tr><td>Diaphragm</td><td></td></tr> <tr><td>Foam/Jelly</td><td></td></tr> </tbody> </table>		# of Products Sold	Implant		IUD		Injectables – 3 months		Injectables – 1 month		Pill		Emergency Contraception		N-Tablet		Male condom		Female condom		Standard Days/Cycle beads		Diaphragm		Foam/Jelly																					
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40	<p><b>Which of the following services are provided at this facility:</b></p> <p><i>Read all options and select all that apply.</i></p>	<table border="1"> <thead> <tr> <th></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr><td>Antenatal .....</td><td>1</td><td>0</td></tr> <tr><td>Delivery.....</td><td>1</td><td>0</td></tr> <tr><td>Postnatal.....</td><td>1</td><td>0</td></tr> <tr><td>Post-abortion .....</td><td>1</td><td>0</td></tr> </tbody> </table>		Yes	No	Antenatal .....	1	0	Delivery.....	1	0	Postnatal.....	1	0	Post-abortion .....	1	0	<p>Skip to 45 if no post-natal, delivery and post-abortion. Skip to 43 if no postnatal &amp; delivery and yes post-abortion</p>																														
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	<p><b>CHECK 15: Offer FP services/products?</b></p>	<p>Yes ..... 1</p> <p>No ..... 0</p>	<p>Skip to 46 if No</p>																																													



Service Delivery Point Questionnaire

NO	QUESTIONS AND FILTERS	CODING CATEGORIES			SKIP	
48	<p><b>Which of the following family planning services do you offer to clients who come in for HIV services:</b></p> <p><i>Read all options and select all that apply.</i></p> <p>Counsel for contraceptive methods? .....</p> <p>Provide contraceptive methods?.....</p> <p>Prescribe/refer contraceptive methods? .....</p> <p>None of the above.....</p>			<p><u>Yes</u></p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>	<p><u>No</u></p> <p>0</p> <p>0</p> <p>0</p> <p>0</p>	
49	<p><b>During an HIV consultation does the provider:</b></p> <p>Ask the client about reproductive intentions? .....</p> <p>Discuss the FP method preferred by the client?.....</p> <p>Discuss dual method use?.....</p> <p>Provide condoms? .....</p> <p>Discuss instructions and side effects of chosen FP method?.....</p> <p>Offer an FP method? .....</p>		<p><u>Yes</u></p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>	<p><u>No</u></p> <p>0</p> <p>0</p> <p>0</p> <p>0</p> <p>0</p>	<p><u>DK</u></p> <p>-88</p> <p>-88</p> <p>-88</p> <p>-88</p> <p>-88</p> <p>-88</p>	
	<p><b>CHECK 15:</b> Offer FP services/products?</p>	<p>Yes .....</p> <p>No .....</p>	<p>1</p> <p>0</p>		<p>Skip to 57 if No</p>	
50	<p><b>May I see the room where examinations for family planning are conducted?</b></p> <p><i>For each of the following items, check to see whether item is either in room where examinations are conducted or in an adjacent room.</i></p> <p><i>O: Observed; RU: Reported, Unseen; NA: Not Available</i></p> <p><i>Must answer all of the above or none of the above.</i></p>	<p>Running water (piped) .....</p> <p>Other running water (bucket with tap or pour pitcher) .....</p> <p>Water in bucket or basin (water reused).....</p> <p>Hand-washing soap .....</p> <p>Single-use hand drying towels.....</p> <p>Waste receptacle with lid and plastic liner ..</p> <p>Sharps container .....</p> <p>Disposable latex gloves .....</p> <p>Disinfectant.....</p> <p>Disposable needles and syringes .....</p> <p>Auditory privacy .....</p> <p>Visual privacy .....</p> <p>Examination table .....</p> <p>Client educational materials on FP .....</p>	<p><u>O</u></p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>	<p><u>RU</u></p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p> <p>2</p>	<p><u>NA</u></p> <p>-77</p> <p>-77</p> <p>-77</p> <p>-77</p> <p>-77</p> <p>-77</p> <p>-77</p> <p>-77</p> <p>-77</p> <p>-77</p> <p>-77</p> <p>-77</p> <p>-77</p>	
51	<p><b>OBSERVE: Assess condition of family planning service area</b></p> <p><i>Must answer all of the above or none of the above.</i></p>	<p>Floor: swept, no obvious dirt or waste .....</p> <p>Counters/Tables/Chairs: wiped clean, no obvious dirt or waste .....</p> <p>Broken equipment, papers, boxes around making area cluttered and dirty .....</p> <p>Walls: reasonably clean.....</p> <p>Doors: no or minor damage .....</p> <p>Walls: no or minor damage.....</p> <p>Roof: no or minor damages .....</p>	<p><u>Yes</u></p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p> <p>1</p>	<p><u>No</u></p> <p>0</p> <p>0</p> <p>0</p> <p>0</p> <p>0</p> <p>0</p>		
52 a	<p><b>You mentioned that you typically provide the [METHOD] at this facility, can you show it to me?</b></p> <p><b>If no, probe: Is the [METHOD] out of stock today?</b></p> <p>[52a-c will repeat for each of the methods that are provided at the facility according to SQ 31, except Female and Male Sterilization]</p>	<p>In-stock and observed .....</p> <p>In-stock but not observed .....</p> <p>Out of stock .....</p> <p>No Response .....</p>	<p>1</p> <p>2</p> <p>3</p> <p>-99</p>		<p>Skip to SQ 52c if 1 or 2</p>	

Service Delivery Point Questionnaire

NO	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
52 b	<b>How many days has the [METHOD] been out of stock?</b> [52a-c will repeat for each of the methods that are provided at the facility according to SQ 31, except Female and Male Sterilization]	Number of days: <input type="text"/>	Skip to SQ 53
52 c	<b>Has the [METHOD] been out of stock at any time in the last 3 months?</b> [52a-c will repeat for each of the methods that are provided at the facility according to SQ 31, except Female and Male Sterilization]	Yes ..... 1 No ..... 0	
53 a	<b>May I see the room where contraceptive supplies are stored?</b> If you are already in the room, select "Yes"	Yes ..... 1 No ..... 0	53a
53	<b>Observe the place where contraceptive supplies are stored and report on the following condition:</b> <b>Are all the methods off the floor?</b>	Yes ..... 1 No ..... 0	
54	<b>Are all the methods protected from water?</b>	Yes ..... 1 No ..... 0	
55	<b>Are all the methods protected from the sun?</b>	Yes ..... 1 No ..... 0	
56	<b>Is the room clean of evidence of rodents (bats, rats) or pests (roaches...)?</b>	Yes ..... 1 No ..... 0	
57	<b>Ask permission to take a photo of the entrance of the facility.</b> <b>Did you get consent to take the photo?</b>	Yes ..... 1 No ..... 0	
<p><b>Thank the respondent for her / his time.</b> <i>The respondent is finished, but there are still more questions for you to complete outside the facility.</i></p>			

Service Delivery Point Questionnaire

LOCATION AND QUESTIONNAIRE RESULT			
O.	<b>Location</b> Take a GPS point outside near the entrance to the facility. Record location when the accuracy is smaller than 6m.	RECORD LOCATION	
	<b>CHECK 57:</b> Permission to take photo?	Yes ..... 1 No ..... 0	Skip to U if No
P.	<b>Ensure that no people are in the photo</b>	TAKE PICTURE CHOOSE IMAGE	
Q.	<b>How many times have you visited this service delivery point for this interview?</b>	1 <sup>st</sup> time ..... 1 2 <sup>nd</sup> time ..... 2 3 <sup>rd</sup> time ..... 3	
R	<b>Record the result of the Service Delivery Point Questionnaire.</b>	Completed ..... 1 Not at facility ..... 2 Postponed ..... 3 Refused ..... 4 Partly completed ..... 5 Other ..... 6	