Client Exit Interview

Red text indicates answer option was added during analysis.

Participant identification

This information should be filled out in advance of the interview.

Information captured by Kobo: start date and time, end date and time, unique ID

No	Questions	Coding Categories	Skip	Relevance
001	Which enumerator is conducting the interview?	Enumerator list	All → 002	All
002	What county are you collecting data from?	County list	All → 003	All
003	What facility are you collecting data from?	Facility list	All → 004	All
004	Participant number	Number between 1 and 100	All → 005	All
005	Unique ID	~~County code – Facility code – Enumerator code – ex – participant number (autogenerated)~~ New UID generated to further de-identify	All → 101	All

Participant characteristics

READ: Thank you for agreeing to participate in this interview. I would like to start by asking some questions about you.

No	Questions	Coding Categories	Skip	Relevance
101	What is your age?	**[**___|___**]** years old **If less than 18 years old, STOP INTERVIEW**	If 101 < 18 → END All others → 102	All
102	Have you ever attended school?	Yes ..... 1 No 0	103 104	All
103	What is the highest level of education you have completed?	Some primary ..... 1 Completed primary ..... 2 Some secondary ..... 3 Completed secondary ..... 4 Tertiary ..... 5 Other 77	All → 104	102 = 1
104	What is your marital status?	Never married ..... 1 Currently married/cohabitating ..... 2 Divorced/separated ..... 3 Widowed ..... 4 Other 77	All → 105	All
105	How many live births have you had?	**[**___|___**]** births Don't know ..... 88 No response 99	All → 106	All
106	Do you want any children/any more children?	Yes ..... 1 No ..... 0 Undecided/don't know ..... 88 No response 99	All → 107	All
107	Do you have a job or a daily occupation that generates money?	Yes ..... 1 No ..... 0 Has job/occupation but no income ..... 2 No response 99	All → 201	All

Experiences with FP services received that day

READ: I would now like to ask you about the family planning services you received today.

No	Questions	Coding Categories	Skip	Relevance
201	Today did you come to initiate a new family planning method, get a re-supply of method you were already using, or to get other help related to a family planning method you are using? **Note: Switching or restarting a method after a break would be considered initiating a new method.**	Initiate a new family planning method ..... 1 Re-supply existing method ..... 2 Get other help related to a family planning method you are using..... 3	All → 202	All
202	Which family planning method are you using as of today's appointment? **Note: If participant uses more than one method (one for contraception and one for STI protection), only select the primary method to prevent unwanted pregnancy.**	Female sterilization .....1 Male sterilization .....2 Implant/Jadelle .....3 IUD/Coil.....4 Injectable – Intramuscular/Depo.....5 Injectable – Subcutaneous/Depo sub-Q self injection6 Injectable – Subcutaneous/Depo sub-Q by provider .7 Daily pill .....8 Emergency pill/Postinor/Morning after .....9 Male Condom .....10 Female Condom.....11 Std. Days/Cycle beads.....12 LAM/Breastfeeding method .....13 No method.....0 Other method, specify.....77 Don't know .....88 No response..... 99	77 → 202_other All others → 203	All
202_other	Other, specify		203	202 = 77
203	Did you receive all the family planning services you wanted to receive today?	Yes..... 1 No ..... 0 Don't know ..... 88 No response..... 99	205 204 205 205	All

No	Questions	Coding Categories	Skip	Relevance
204	What was the main reason your family planning need was not met today?	Method out of stock ..... 1 Provider I needed to see was absent ..... 2 Provider was too busy to see me ..... 3 Wait was too long ..... 4 Other, specify ..... 77 Don't know ..... 88 No response 99	77 → 204_other All others → 205	203 = 0
204_other	Other, specify		205	204 = 77
205	How satisfied are you with the family planning services you received today? Would you say you are: **READ RESPONSES except Don't know and No response**	Very satisfied ..... 1 Somewhat satisfied ..... 2 Neither satisfied nor dissatisfied ..... 3 Somewhat dissatisfied ..... 4 Very dissatisfied ..... 5 **DO NOT READ:** Don't know ..... 88 No response 99	All → 206	All
206	From the time you arrived at this facility, about how long did you wait to see a family planning provider?	Seen by provider immediately ..... 1 10 minutes or less ..... 2 11-30 minutes ..... 3 31-60 minutes ..... 4 1-2 hours ..... 5 More than 2 hours ..... 6 Don't know ..... 88 No response 99	1 → 301 All others → 207	All
207	Do you think the wait time was acceptable or too long?	Acceptable ..... 1 Too long ..... 2 Don't know ..... 88 No response 99	All → 301	206 ≠ 1

Perceived risk of HIV

READ: Thank you for sharing your thoughts on those matters. I understand you came for family planning services, but I would like to ask you some questions about other health needs.

No	Questions	Coding Categories	Skip	Relevance
301	Did your provider talk to you about HIV today?	Yes..... 1 No..... 0 Don't know..... 88 No response..... 99	All → 302	All
302	Do you think you are at risk of getting HIV?	Yes..... 1 No..... 0 I am living with HIV..... 2 Don't know..... 88 No response..... 99	303b 303a 401 303c 304	All
303a	Why do you believe you are not at risk for HIV? **PROBE: *Any other reasons?*** *[Select multiple, except 88, 99]*	I only have one sexual partner..... 1 My sexual partner is not infected with HIV..... 2 I trust my sexual partner to be faithful..... 3 I always use a condom..... 4 I have tested negative for HIV..... 5 I abstain from sex..... 6 Other, specify..... 77 Don't know..... 88 No response..... 99	77 → 303a_other All others → 304	302 = 0
303a_other	Other, specify		304	303a = 77

No	Questions	Coding Categories	Skip	Relevance
303b	Why do you believe you are at risk for HIV? **PROBE: *Any other reasons?*** *[Select multiple, except 88, 99]*	I have more than one sexual partner ..... 1 My sexual partner is infected with HIV..... 2 I don't know my partner's HIV status ..... 3 My sexual partner has/may have other partners4 I have sex without using a condom ..... 5 I am concerned about getting HIV through accidental contact with infected blood (i.e. cuts) ..... 6 I am a health care worker ..... 7 Other, specify..... 77 Don't know..... 88 No response 99	77 → 303b_other All others → 304	302 = 1
303b_other	Other, specify		304	303b = 77
303c	Why are you not sure whether you are at risk for HIV? **PROBE: *Any other reasons?*** *[Select multiple, except 88, 99]*	I have more than one sexual partner ..... 1 My sexual partner is infected with HIV..... 2 I don't know my partner's HIV status ..... 3 My sexual partner has/may have other partners4 I have sex without using a condom ..... 5 Other, specify..... 77 Don't know..... 88 No response 99	77 → 303c_other All others → 304	302 = 88
303c_other	Other, specify		304	303c = 77
304	Have you ever been tested for HIV?	Yes..... 1 No..... 0 Don't know..... 88 No response 99	305 All others → 401	302 ≠ 2

No	Questions	Coding Categories	Skip	Relevance
305	When did you last test for HIV?	Today ..... 1 Not today, but within the last 3 months ..... 2 3-6 months ago ..... 3 7-11 months ago ..... 4 A year ago ..... 5 More than a year ago..... 6 Don't know..... 88 No response 99	All → 401	304 = 1

Experiences with PrEP services received that day

Description of services provided

READ: I would now like to ask you additional questions about the services you received today.

No	Questions	Coding Categories	Skip	Relevance
401	The term "PrEP" refers to a pill that people take daily to reduce their risk of becoming infected with HIV. Is this survey the first time you heard about PrEP?	Yes.....1 No.....0 Don't know.....88 No response.....99	All → 402	All
402	Did the family planning provider talk to you today about PrEP?	Yes.....1 No.....0 Don't know.....88 No response.....99	0 & 401 = 0 → 412 0 & 401 ≠ 0 → 404 1 & 302 = 2 → 414 0|88|99 & 302 = 2 → 415 All others → 403	All
403	Did the family planning provider tell you that you should consider using PrEP?	Yes.....1 No.....0 Don't know.....88 No response.....99	All → 404	402 = 1|88|99 & 302 ≠ 2
404	Please select which statement best describes you. **READ RESPONSES except Don't know and No response**	I am currently using PrEP/Existing PrEP user.....1 I started using PrEP today/New PrEP user.....2 I have used PrEP in the past but am not a current user/Previous PrEP user.....3 I wanted to start using PrEP but I was not able to obtain PrEP today.....4 I have never used PrEP.....0 Don't know.....88 No response.....99	1|2 → 405 3 → 406 4 → 408 0|88|99 & 403 = 1 → 411 0|88|99 & 403 = 0|88|99 → 412	(402 = 1|88|99 & 302 ≠ 2) OR (401 ≠ 0 & 402 = 0)

No	Questions	Coding Categories	Skip	Relevance
405	Did you receive PrEP pills today?	Yes.....1 No.....0 Don't know.....88 No response.....99	1 → 406 0|88|99 & 404 = 1 → 406 0|88|99 & 404 = 2 → 408	404 = 1|2
406	From where did you receive your PrEP pills today or where have you received them in the past? *[Select multiple]*	Family planning unit .....1 HIV unit .....2 Some OTHER place that offers PrEP, specify 77	77 → 406_other All others → 407	404 = 3 OR 405 = 1 OR (404 = 1 & 405 = 0|88|99)
406_other	Other, specify		407	406 = 77
407	Where were you told to go for resupply today or in the past? *[Select multiple]*	Family planning unit .....1 HIV unit .....2 Some OTHER place that offers PrEP, specify 77	404 = 3 → 411 All others → 414	404 = 3 OR 405 = 1 OR (404 = 1 & 405 = 0|88|99)
407_other	Other, specify		404 = 3 → 411 404 ≠ 3 → 414	407 = 77
408	Why did you not receive PrEP pills today? *[Select multiple, except 88, 99]*	Referred to HIV unit.....1 PrEP pills are out of stock .....2 Still considering PrEP .....3 Have existing PrEP supply .....4 Other, specify.....77 Don't know.....88 No response.....99	1 → 409 77 → 408_other All others → 412	(404 = 2 & 405 = 0|88|99) OR 404 = 4 OR 405 = 0
408_other	Other, specify		412	408 = 77
409	Will you go to the HIV unit today to get PrEP?	Yes.....1 No.....0 Don't know.....88 No response.....99	1 → 414 All others → 410	408 = 1

No	Questions	Coding Categories	Skip	Relevance
410	Why will you not go to the HIV unit to get PrEP today? **PROBE: *Any other reasons?*** *[Select multiple, except 88, 99]*	I am not ready to start PrEP.....1 Don't have time to visit HIV unit today .....2 Don't feel comfortable going to HIV unit .....3 Other, specify.....77 Don't know.....88 No response.....99	77 → 410_other 1 & ≠ 77 → 411 All others → 412	409 = 0|88|99
410_other	Other, specify		410 = 1 & 77 → 411 All others → 412	410 = 77
411	Why did you decide not to start using PrEP today? **PROBE*: Any other reasons?*** *[Select multiple, except 88, 99]*	Don't think I am at risk of HIV.....1 Concerned about side effects.....2 Doubt PrEP's effectiveness in preventing HIV.....3 Concerned about how PrEP will interact with FP method .....4 Don't want to take a pill everyday.....5 My partner would not want me to use it .....6 I fear intimate partner violence if I use PrEP.....7 My family/friends would not want me to use it.....8 Stigma associated with PrEP use .....9 I don't know enough about PrEP/need more information.....10 Need to talk with partner .....11 Need to talk with friends or family.....12 Want to wait until more people start using it .....13 Do not have enough time today to get PrEP services .....14 PrEP was not available at the facility/PrEP pills are out of stock.....15 Referred to HIV unit.....16 Still considering PrEP .....17 Other, specify.....77 Don't know.....88 No response.....99	77 → 411_other All others → 412	404 = 0|3|88|99 OR 410 = 1

No	Questions	Coding Categories	Skip	Relevance
411_other	Other, specify		412	411= 77
412	Would you consider taking PrEP in the future?	Yes.....1 No.....0 Don't know.....88 No response.....99	1 → 414 All others → 413	(401 = 0 & 402 = 0) OR 404 = 0|88|99 OR 405 = 0|88|99 OR 408 = 2|3|77|88|99 OR 409 = 0|88|99
413	What are the reasons why you would <u>not</u> be interested in taking PrEP in the future? **PROBE*: Any other reasons?*** *[Select multiple, except 88, 99]*	I don't think I am not at risk of HIV.....1 Concerned about side effects.....2 Doubts PrEP's effectiveness in preventing HIV .....3 Concerned about how PrEP will interact with FP method .....4 My partner would not want me to use it .....5 I fear intimate partner violence if I use PrEP .....6 My family/friends would not want me to use it.....7 Stigma associated with PrEP use .....8 I don't know enough about PrEP .....9 Other, specify.....77 Don't know.....88 No response.....99	77 → 413_other All others & 402 ≠ 0 → 413 All others & 402 = 0 → 414	412 = 0|88|99
413_other	Other, specify		402 ≠ 0 → 413 402 = 0 → 414	413 = 77

Reactions to services provided

READ: I would now like to ask you additional questions about your reactions to the services you received today.

No	Questions	Coding Categories	Skip	Relevance
414	How did you feel about the family planning service provider talking to you about PrEP? Did you like hearing about PrEP, dislike hearing about PrEP, or did you feel neutral about it?	Liked ..... 1 Did not like ..... 2 Neutral ..... 3 Don't know ..... 88 No response 99	All → 415	402 = 1
415	Do you think PrEP services should be offered to clients coming for family planning services?	Yes ..... 1 No ..... 0 Don't know ..... 88 No response 99	1 → 416 All others → 417	All
416	Why do you think PrEP services should be offered to clients coming for family planning services? **PROBE*: Any other reasons?*** *[Select multiple, except 88, 99]*	Makes PrEP more accessible ..... 1 FP services are more private than HIV clinic ... 2 Avoid stigma of going to HIV clinic ..... 3 It is good to get services from a single provider ..... 4 Familiarity/ease with the FP provider ..... 5 More convenient/saves time ..... 6 PrEP and FP are both sexual health services ... 7 Helps women know about their HIV prevention options ..... 8 Other, specify ..... 77 Don't know ..... 88 No response 99	77 → 416_other All others → 418	415 = 1
416_other	Other, specify		418	416 = 77

No	Questions	Coding Categories	Skip	Relevance
417	Why do you think PrEP services should <u>not</u> be offered to clients coming for family planning services? **PROBE*: Any other reasons?*** *[Select multiple, except 88, 99]*	Too many services in one place ..... 1 Less private/discreet than HIV clinic..... 2 FP providers are not trained to deliver PrEP services..... 3 Will increase wait times for all FP clients..... 4 Few FP clients need PrEP ..... 5 FP providers will be too busy ..... 6 FP clients will not feel comfortable talking about PrEP..... 7 Other, specify ..... 77 Don't know..... 88 No response 99	77 → 417_other All others & (302 = 2 OR 404 = 1|2) → 419 All others & (302 ≠ 2 OR 404 ≠ 1|2) → 417	415 = 0|88|99
417_other	Other, specify		302 = 2 OR 404 = 1|2 → 420 302 ≠ 2 OR 404 ≠ 1|2 → 418	417 = 77
418	Now let's imagine that you decided to use PrEP. Where would you prefer to receive PrEP services? **READ RESONSES except I would never want to use PrEP, Don't know, and No response**	Family planning unit at this health facility..... 1 HIV unit at this health facility..... 2 Some other place that offers PrEP..... 77 **DO NOT READ** I/they would never want to use PrEP ..... 0 Don't know..... 88 No response 99	1|2 → 419 77 → 418_other All others → 420	302 ≠ 2 & 401 ≠ 1|2
418_other	Other, specify		419	418 = 77

No	Questions	Coding Categories	Skip	Relevance
419	Why would you prefer to access PrEP services at [response to 418]? **PROBE*: Any other reasons?*** *[Select multiple, except 88, 99]*	Faster/more efficient ..... 1 More accessible/better availability..... 2 Saves money ..... 3 Prefer the providers ..... 4 Discretion/anonymity ..... 5 I like seeing multiple providers ..... 6 Feel more comfortable/supported ..... 7 Fewer stockouts/staff shortages..... 8 Better counseling ..... 9 Other (specify)..... 77 Don't know..... 88 No response 99	77 → 419_other All others → 420	418 = 1|2|77
419_other	Other, specify		420	419 = 77
420	Have you noticed any changes in family planning services since providers began offering PrEP services at family planning clinics?	Yes ..... 1 No ..... 0 Don't know..... 88 No response 99	1 → 420 All others → 501	All
421	What changes have you noticed? **PROBE*: Any other changes?*** *[Select multiple, except 88, 99]*	Providers spend more time with clients ..... 1 Providers are talking about HIV prevention.... 2 Longer wait times..... 3 More clients than usual ..... 4 Fewer clients than usual ..... 5 Providers are busier ..... 6 New providers..... 7 Change in types of clients served..... 8 Other (specify)..... 77 Don't know..... 88 No response 99	77 → 421_other All others → 422	420 = 1
421_other	Other, specify		422	421 = 77

No	Questions	Coding Categories	Skip	Relevance
422	Would you say these changes make family planning services better or make them worse, or the changes make no difference?	Better ..... 1 Worse ..... 0 No difference ..... 2 Don't know ..... 88 No response 99	All → 501	420 = 1

PrEP knowledge and attitudes

PrEP knowledge

READ: We are nearly done this interview. Now, I'm going to read you a series of statements about PrEP. For each statement, please tell me if you think it is true or false. It's okay if you don't know the answer to some of these questions, and I don't expect you to guess. You can tell me you are not sure, and we can move on to other questions.

Please tell me if the following statement is true or false.

No	Questions	Coding Categories	Skip	Relevance
501	PrEP is a pill taken daily by people who are not infected with HIV to prevent them from becoming infected with HIV.	True.....1 False.....0 Don't know.....88 No response.....99	All → 502	302 = 2 OR 401 ≠ 0
502	People are required to take an HIV test before they can get PrEP.	True.....1 False.....0 Don't know.....88 No response.....99	All → 503	302 = 2 OR 401 ≠ 0
503	A person can take PrEP if they are HIV positive.	True.....1 False.....0 Don't know.....88 No response.....99	All → 504	302 = 2 OR 401 ≠ 0
504	A person who is using PrEP correctly reduces their risk of HIV infection.	True.....1 False.....0 Don't know.....88 No response.....99	All → 505	302 = 2 OR 401 ≠ 0
505	PrEP users may experience minimal side effects, like diarrhea, nausea, decreased appetite or abdominal cramping.	True.....1 False.....0 Don't know.....88 No response.....99	All → 506	302 = 2 OR 401 ≠ 0

No	Questions	Coding Categories	Skip	Relevance
506	If a person decides to initiate PrEP, then they are expected to take PrEP for the rest of their lives.	True.....1 False.....0 Don't know.....88 No response.....99	All → 507	302 = 2 OR 401 ≠ 0

PrEP attitudes

READ: I'll mention now that "PrEP" refers to a pill that people take daily to reduce their risk of becoming infected with HIV. To conclude this interview, I would like to ask your opinion about some matters related to using PrEP.

No	Questions	Coding Categories	Skip	Relevance
507	What do you think are the benefits a woman could experience if she uses PrEP? **PROBE*: Any other responses?*** *[Select multiple, except 0, 88, 99]*	Additional way to protect herself from HIV.....1 Can protect herself from HIV without sexual partner(s) knowing.....2 Allows a person to have sex without worrying about HIV/increased peace of mind.....3 Reduced need for condom.....4 Empowerment.....5 Protect her unborn child.....6 Protect against other diseases/STIs.....7 There are no benefits to using PrEP.....0 Other, specify.....77 Don't know.....88 No response.....99	77 → 507_other All others → 508	All
507_other	Other, specify		508	507 = 77

No	Questions	Coding Categories	Skip	Relevance
508	What do you think are some negative things a woman could experience if she uses PrEP? **PROBE*: Any other responses?*** *[Select multiple, except 0, 88, 99]*	It might not be effective/could still become infected with HIV.....1 Discomfort or mild side effects.....2 Danger of serious side effects.....3 Could lead her to have multiple sexual partners.....4 Could encourage immoral behavior/unfaithfulness.5 Could discourage condom use.....6 Stigmatization/alienation.....7 Intimate partner violence .....8 There are no negatives associated with using PrEP..0 Other, specify.....77 Don't know.....88 No response 99	77 → 508_other All others → 509	All
508_other	Other, specify		509	508 = 77
509	What are some unfavorable things that people could think about a woman who takes PrEP? **PROBE*: Any other responses?*** *[Select multiple, except 0, 88, 99]*	She is infected with HIV .....1 She has multiple sexual partners.....2 She has a bad moral character.....3 She has a partner who is living with HIV.....4 She will be stigmatized.....5 People would think nothing unfavorable about a woman who takes PrEP.....0 Other, specify.....77 Don't know.....88 No response 99	77 → 509_other All others → 510	All
509_other	Other, specify		510	509 = 77

No	Questions	Coding Categories	Skip	Relevance
510	What are some favorable things that people could think about a woman who takes PrEP? **PROBE*: Any other responses?*** *[Select multiple, except 0, 88, 99]*	She is taking care of her health/ protecting herself from HIV.....1 She is protecting her partner from HIV.....2 She is protecting her unborn baby from HIV .....3 She is empowered to protect herself .....4 She is protected from other diseases .....5 People would think nothing favorable about a woman who takes PrEP.....0 Other, specify.....77 Don't know.....88 No response 99	77 → 510_other All others → END	All
510_other	Other, specify		END	510 = 77

END

READ: Thank you for taking the time to complete this survey. The opinions you and other women have shared will help managers to improve family planning and PrEP services in Kenya.

OFFER FLYER AND ASK: Would you like this flyer prepared by the Ministry of Health that provides information about PrEP?