Supporting Measurement and Replication Techniques for Family Planning High Impact Practices (SMART-HIPs): Assessment of the Scale, Reach, Quality, and Cost of Service Delivery High Impact Practices for Family Planning

Key Informant Interview Guide for Managing Authorities – PDS

OVERVIEW

1. To start, could you tell me a little bit about **yourself** and **your position**?

2. This is an assessment about High Impact Practices in Family Planning or HIPs. What does the term **High Impact Practice** mean to you?
    a. What do you know about the **HIP initiative**?

3. Before we continue, I would like to confirm if your organization is implementing family planning through pharmacies and drug shops (PDS). PDS is defined as "Training and supporting drug shop and pharmacy staff to provide a wider variety of FP methods and information."

POLICY-LEVEL INTENTIONS

Thank you. Now, we would like to talk a bit more about HIP implementation. Most family planning programs strive to provide services of high quality. The global briefs that define HIPs provide guidance for implementers. We have identified a set of attributes (or core components) from these briefs that may be used to deliver HIPs with high quality. However, we recognize that the practice may look different depending on the context. Sometimes implementers need to adapt or modify a practice to fit their circumstances, including challenges they may encounter. We would like your assistance to understand how you are implementing HIPs.

Let's talk specifically about PDS.

For each core component, we have a list of standards that implementers may use to define the quality of implementation of these practices. Let's work through this list of standards together and discuss how your organization approaches them. I will ask two questions for each standard:

- The first question is about **what your organization does to meet the standard**. I will also ask you to share relevant documentation to help me better understand what you are doing, but I will follow-up with you after this discussion for those materials.
- The second question refers to the **emphasis your program actually places on a particular standard**. For this, please indicate if this is no emphasis, minor emphasis, moderate emphasis, or major emphasis.

4. *Use the **table in the worksheet**.*

Go through the table row by row. First, read the core component. Then ask each of the questions. For example:

- *How does your organization ensure that the commodity system (via the logistics management system) includes the supplies, equipment, and methods to support the provision of PDS?*
- *Is there any documentation you can provide that defines how your organization does this?*

- *How much emphasis does your program place on ensuring that the commodity system includes the supplies, equipment, and methods to support the provision of PDS?*

5. Are you **aware of the HIP brief** on PDS?
    a. If yes: To what extent do you rely on the information from the HIP brief to implement PDS? Please explain.

6. In your experience at your organization, what are some **challenges with implementing the core components we have discussed** for PDS?

NATIONAL DOCUMENTS

Thank you. We would like to make sure we are aware of all national-level guidance documents related to PDS, including national plans and policies, national guidelines or standards of practice, and government-endorsed pre-service and in-service training curricula. We have compiled an initial list of documents. ***Use table at the end of the worksheet***.

7. For each of these documents, could you please indicate if you are **familiar with it**?

8. Then, could you please tell me if you can think of **other documents** that are **not currently on my list**?

HORIZONTAL SCALE & REACH

Thank you. We are also interested in learning about the horizontal scale and reach of PDS as your organization is implementing or supporting it. By horizontal scale, we mean the geographic spread, and by reach, we mean the extent to which PDS is delivered to different sub-groups. We are particularly interested in how PDS is delivered to urban vs. rural locations, different age groups, new/first-time users, and women vs. men for any components that may be relevant.

As a follow-up to this interview, **our team will send an Excel-based template** to your M&E team to gather data. As an example, the template will ask for service statistics on clients receiving services related to PDS.

WRAP-UP

9. Do you have any questions or comments on any of the information we discussed above?

Thank you for your time. We appreciate the answers you have given us.

WORKSHEET

Participant ID Number: _____

Language of interview: _____

Duration of interview (in minutes): _____

POLICY-LEVEL INTENTIONS

PHARMACIES AND DRUG SHOPS (PDS)				
CORE COMPONENT	**POLICY STANDARDS**	**How does your organization meet this standard?**	**Documentation to follow-up on**	**How much emphasis does your program actually place on this standard?**
There is consistent availability of a wide range of approved, non-expired contraceptive commodities to ensure choice.	There is a documented process for drug shops and pharmacies to obtain a wide range of approved contraceptive products.			0 = No emphasis 1 = Minor emphasis 2 = Moderate emphasis 3 = Major emphasis
PPMVs and pharmacists are trained and competent in the provision of FP products, and accurate, non-biased information exchange.	A system documents trainings or orientations that PPMVs/pharmacists receive in the provision of FP information and products.			0 = No emphasis 1 = Minor emphasis 2 = Moderate emphasis 3 = Major emphasis
PPMVs and pharmacists receive needs-based supervision that reinforces the provision of a wide range of contraceptive commodities and accurate, non-biased information exchange with consumers.	A supportive supervision system is in place that supports the provision of a wide range of contraceptive commodities and accurate information through drug shops and pharmacies.			0 = No emphasis 1 = Minor emphasis 2 = Moderate emphasis 3 = Major emphasis
PPMVs and pharmacies have promotional and point-of-sale materials that contain accurate, effective information to facilitate consumer use.	A system is in place to supply drug shops and pharmacies with promotional and point-of-sale materials.			0 = No emphasis 1 = Minor emphasis 2 = Moderate emphasis 3 = Major emphasis

A referral system exists that facilitates drug shop and pharmacy client's access to other FP, RH or MCH services not available at the drug shop or pharmacy.	Norms and procedures in use at the operational level that govern drug shop and pharmacy processes describe a referral system that links into the larger health system.	0 = No emphasis 1 = Minor emphasis 2 = Moderate emphasis 3 = Major emphasis
There is adequate monitoring, reporting, and tracking of FP commodities provided via drug shops and pharmacies	A documented system is in place that supports the provision and tracking of FP products provided via drug shops and pharmacies.	0 = No emphasis 1 = Minor emphasis 2 = Moderate emphasis 3 = Major emphasis
There is consistent availability of a wide range of approved, non-expired contraceptive commodities to ensure choice.	There is a documented process for drug shops and pharmacies to obtain a wide range of approved contraceptive products.	0 = No emphasis 1 = Minor emphasis 2 = Moderate emphasis 3 = Major emphasis

NATIONAL DOCUMENTS

Pre-populate table based on MOH KII. Use blank rows in the second part of the table to add additional documents mentioned by the participant.

National documents	Is participant familiar with document?
Additional documents	