Interview Guide for Health Facility in-charge

Interview date	
Duration of interview	
Interviewer's name	
Setting of interview – phone, computer or in-person (specify location, e.g. office)	
Gender of respondent	
Level of education of respondent	
Position held by respondent	
Name of organization or facility	
Years of experience in MNCH service delivery or this position (record the bigger number)	

1. Briefly, what challenges have you faced as a facility during the COVID-19 period?

2. How have you adapted to the COVID19-related changes as a health facility?

SECTION A: DEMAND: Utilization, Accessibility and Availability

Utilization and Changes to Service Provision

3. How has the client volume at this facility for the reproductive health services been during the COVID19 pandemic relative to the pre-COVID period?
   - How has client volume been like for MNCH services?
   - If client volume has changed, are there interventions that the district/health facilities have undertaken to respond to this change? Please explain. How well have they worked?

4. What FP activities have been most affected by COVID19 in your health facility?
   - How has demand for FP services been affected?
   - How has delivery of FP services been affected at the health facility?
   - Has availability of contraceptive methods during the COVID 19 period in your health facility been impacted? How? Which methods? What contributed to this stock out?
   - How has delivery of FP services been affected in the community where you provide community distribution/outreaches?
   - In what ways has your facility adapted services to address these changes? What has worked well? What has not worked well? What more do you think should be done?

If FP methods remained available: Why do you think your facility did not experience stock out of FP methods in this period?

5. From your expert informed position, would say that the COVID19 period affected the uptake of ANC services by pregnant teenagers in your health facility? How?
    - In what ways has your health facility adapted services to address these changes? What has worked well? What has not worked well?

6. Are there any gaps in youth reproductive health interventions that have resulted from the COVD-19 pandemic in your health facility? Please explain
    - ***Probe:*** What challenges have young people faced in accessing RH services (including information, tests and commodities)?
    - How have these challenges been addressed?

7. Specifically, were there any challenges for pregnant women in your health facility who try to access ANC services during the COVID-19 period beyond the regular challenges in the normal period before?
    - What challenges are faced by pregnant women trying to access delivery care services?
    - What challenges are faced by women trying to access PNC services?
    - What challenges are faced by mothers trying to access immunization and child health services?
    - What adaptations have been put in place to address these challenges?
    - What else do you think could be done?

Availability

8. Have cadres of health providers in your health facility changed roles, either formally or informally to help fill gaps or meet new needs due to COVID19? *For example, have midwives moving from maternity to OPD departments or nurses taking on midwifery tasks*? If yes:
    - What roles have changed?
    - How has this worked?
    - How has it affected the delivery of MNCH services?
    - How has it affected the delivery of FP services?

SECTION C: PROGRAM/ADJUSTMENTS

9. Were there any new procedures/ guidelines that you followed during the COVID period to continue service provision?
    - Were these from MOH or by put into place your health facility to ensure RH services despite the COVID19 regulations during this period?
    - Tell me about alternatives put in place to specifically ensure continuity of MNCH services and how well they worked
    - Tell me about alternatives put in place to ensure continuity of FP services and how well they worked

10. Based on your daily work, how else could the district support you through the pandemic?

11. Based on how your facility operated in response to COVID-19 what could be applied to a future epidemic?

12. Before we end our interview, I would like to know if you have any final thoughts or suggestions regarding this topic?

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