Interview Guide for Private Care Providers

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 family planning	
Years of experience in MNCH service delivery and/ or this position	

1. For how long have you been serving as a private care service provider at this facility?

SECTION A: DEMAND: Utilization, Accessibility and Availability

Utilization and Changes to Service Provision

2. How has COVID affected the delivery of FP and RH services in your health facility?

3. How has the client volume been for the reproductive health services during the COVID19 pandemic relative to the pre-COVID period?
   - How has client volume been like for MNCH services?
   - How has client volume been like for FP 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 private health care facilities?
   - How have they been affected?
   - How has demand for FP services been affected?
   - How has delivery of FP services been affected at the health facility?
   - In what ways have the district or the health facilities in the district adapted services to address these changes? What has worked well? What has not worked well? What more do you think should be done?

5. In your opinion and from the information you have, would say that the COVID19 period affected the uptake of ANC services by pregnant teenagers from private care providers? How?

- In what ways have the district or the health facilities adapted services to address these changes? What has worked well? What has not worked well?

6. As a private care provider, are there any gaps in reproductive health interventions for young people that have resulted from the COVID-19 pandemic? Please explain
   - Probe: What challenges have young people faced in accessing RH services (including information, tests and commodities)?
   - How have these challenges been addressed?

Accessibility

7. Were there challenges for pregnant women trying to access ANC services during the COVID19 period beyond the regular challenges in the normal period before? What challenges?
   - What challenges are faced by pregnant women trying to access delivery care services?
   - What challenges have mothers faced in accessing Post Natal Care 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 the private facilities like yours changed roles, either formally or informally in the health facilities to help fill gaps or meet new needs due to COVID19? 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 B: SUPPLY: Distribution and Service delivery

9. Who is the main distributer of the supplies and commodities that you use?

10. Have there been any challenges with availability of some contraceptive methods during the COVID 19 period?
    - Which methods?
    - At what point of the supply chain do you think has the blockage been?
    - What process or system factors do you think contributed to the stock outs during the COVID19 period?
    - How have you dealt with this as a challenge as a private care provider?
    - How could they have been avoided?
   - If methods have remained available

- Why do you think your private facility did not experience stock out in this period? How did you manage to prevent this?

SECTION C: PROGRAM/ADJUSTMENTS

11. Are there MOH service continuity guidelines related to COVID-19 that you have followed in this period as private health care providers?
    - If yes, how have these helped to ensure continuity of services?

Note: Request the respondent to share with you copies of the written guidelines or procedures and make follow up

12. Are there any specific strategies that are being used to address reproductive health challenges of young people as a private care provider during the COVID19 period? Which ones?

13. How could the MoH and the district help support the private providers through the pandemic?

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

15. Before we end our interview, do you have any final thoughts or suggestions for us?

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