Interview Guide for District Commodity Store Manager

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/ MNCH service delivery or this position	

1. Briefly tell me what role you play as a district commodity store manager.

2. How would you say COVID has affected the delivery of FP and RH services in your district?

SECTION A: DEMAND: Utilization, Accessibility and Availability

Utilization and Changes to Service Provision

3. How has the demand been like for reproductive health supplies and commodities during the COVID19 pandemic relative to the pre-COVID period?
   - How has demand been like for MNCH supplies and medications (*for example: IPTp, folic acid, oxytocin, misoprostol, magnesium sulfate, and infant/child vaccines such as polio, measles, DPT, BCG)?*
   - How has demand been like for FP supplies and commodities?
   - What challenges have you faced in your role?
   - What adaptations did you put in place to address these challenges?

SECTION B: SUPPLY: Distribution and Service delivery

4. Have any contraceptive methods been unavailable during the COVID 19 period in the district?
   - Which methods?
   - How severe have these the stock outs been?
   - How long did these stock outs last?
   - 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 were stock outs addressed?
   - How could they have been avoided?
   - If methods remained available,
     - Why do you think your district did not experience a stock out in this period? How were you able to keep the stock status quo as prior COVID?

SECTION C: PROGRAM/ADJUSTMENTS

5. Have there been blockages in the supply chain? *Is it getting them from the National medical stores to the districts or from districts to the health facilities?*
    - Probe: What factors could have led to the blockage at that level of supply?
    - Probe: What could have been done to address the blockages?

6. Are there any MOH service continuity guidelines related to COVID that you have followed in this period?
    - If yes, how have these helped to ensure continuity of services?

7. What alternatives or modifications to systems have been used to ensure commodities and supplies reach the health facilities?

8. What alternatives have been devised to ensure that RH supplies and commodities reach the end-users in your district despite the COVID19 regulations?
    - Tell me about alternatives to ensure continuity of MNCH supplies and commodities
    - Tell me about alternatives to ensure continuity of FP supplies and commodities

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

9. Based on your daily work, how else could the MoH help support the district through the pandemic?

10. 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.