PTBI - K PROJECT: KEMRI/UCSF/MIGORI COUNTY
APPENDIX 7: PROCESS EVALUATION INTERVIEW GUIDES

INTERVIEW GUIDE – HEALTH WORKERS	

Ice-breaking, Warm up & Messaging
▪ *General Newborn Care*
▪ *Care for Pre-terms*
	Ask & NOTE **respondent biodata**:
	   - Respondent Name, Age, Gender, Religion, Ethnicity
	   - Facility Name, Position/ role, Length or duration of work
	How would you describe the state of newborn health at your facility? In this region?
	Can you please take me through what is normally done for high-risk mothers and babies? *Probe for pre-during-after childbirth, reference to HRB guidelines,etc*
	What kind of care is given for pre-term babies? Probe for both hospital care & home care
	Who do you work with mostly in newborn care? *Probe internal & external support systems + what exactly*

Knowledge and management of preterms and newborns	What is your experience with pre-term babies? *Probe for confidence levels of PTB management* How does your facility deal with pre-term babies? What do you know about the management of pre-term babies? *Probe for knowledge sources – who trained, how useful & how comprehensive – all NC elements)* How do you determine that a pre-term baby is ready for discharge? What usually happens after discharge of a pre-term baby? *Probe for hospital systems + any follow-up mechanisms* *What do you think explains the high death rates of pre-terms after discharge?* *What do you think can be done to reduce this?*
Service User (community) KAP	What does the community know and think about pre-term babies? How do you /they handle them while at the hospital? What happens when they leave the hospital *(Probe for issues around care after discharge, ask for case studies, any follow up cases,etc)*
PTBi Intervention Components ▪ *Training & Mentorship*	What do you know about PTBi? How did you get to know about it? *Probe project knowledge + how it was introduced to them* Can you help me draw a scenario of pre-term baby care before and after the PTBi project started? How has PTBi worked with you and/or your facility on care for pre-term babies? What do you think of the project? *Probe for the good, bad & ugly + why* How confident do you feel about managing pre-term babies after PTBi? What do you know about PTBi mentorship? How does it happen? Probe for modalities, frequency

	What exactly do the mentors do? And healthworkers? What are your own experiences with regard to training & mentorship? What do you think about the usefulness of this approach? *Probe for reservations if any & why* Can you give me some examples of when you think mentorship was useful? Why What is working well in the training & mentorship process that you think should continue & be strengthened? In your opinion, what is not working well that could be improved?
PRONTO	What do you know about PRONTO? How exactly does it happen? How is this training similar or different from other trainings? How does PRONTO training fit within our context? What knowledge and/or skills have you or your colleagues learned from PRONTO? *Ask for example/case study of how they've used PRONTO knowledge/skills.* Tell me what you remember about Module 1 and 2 trainings. How do you compare them with the PRONTO mentoring visits? How is each one of them useful? Which do you prefer & why? What worked for you? Highlights & experiences from PRONTO? In your opinion, what is not working well that could be improved?
Modified Safe Childbirth Checklist (mSCC)	What do you know about the mSCC? *Probe for how it was introduced & how staff felt about it* How do you [or your colleagues] use the checklist? *Probe for effect on work/practice, issues of compliance,etc* What are your [honest] views about it and its use? *Probe for what's liked & disliked about it, perceived usefulness* What support systems [if any] exist to ensure mSCC use? *Probe for whether they feel supported, by who, how,etc* How can the checklist be made more useful and easy to implement? Is there anything else you'd like to say about the checklist?
Quality Improvement (QI)	What do you know about QI? What exactly happens during QI sessions? What are your experiences in the learning sessions? What about at the facilities? – probe for highlights especially & perceived usefulness I am aware of the different QI activities/ projects, including PTBi – how do you deal with this? *Probe coping strategies, effects on work,etc?* What have been the implementation challenges of QI? Apart from QI how do you generally use the different interventions – do they complement each other or not?

Data Strengthening (DS)	How does data strengthening relate to your day-to-day work? What do you know about project's DS process? How exactly did it happen, what was done, when and what similarities or differences did you note? Who did what? *Probe input from study team & providers or other staff* Please tell me what you know about prematurity. What about PTB related variables – how has this changed? How do healthworkers use data from QI and elsewhere? What do they use it for? What do you think about the facility reports? How are they being used & what else would you like to see? What are your experiences with data strengthening – probe implementation successes & challenges Has there been any success with integration to district and national data systems?
Impact *Sustainability* *Spillovers /Unintended* *Consequences*	What do you think are PTBi's project success? What explains this success? *Probe for areas of consolidation* What about the project challenges overall? What challenges came up generally and how were they addressed? What do you think are the project's weaknesses – what should be improved? What are your thoughts in regarding to the continuity of these interventions? *Probe for sustainability ideas* *I*s there anything – either good or bad – that was not intended but has happened as a result of PTBi? *Probe what, how, why* In your opinion what can we learn from the PTBi experience?
Wrap up	• As we conclude, is there anything else you'd like to tell us in regards to what we've just discussed? Anything that you think would be useful for this evaluation or for preterm/newborn care? **THANK YOU**

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INTERVIEW GUIDE – HOSPITAL MANAGER - clinical	
Intros & Background	Bio data: - Name, Gender, Qualifications, Position/ role - Facility Name, Length or duration of work
Knowledge and management of preterm and newborns	What is the experience of this hospital with pre-term babies? *Probe for numbers & related outcomes* As a hospital, how prepared and equipped do you feel in handling pre-term babies? How is care for newborns organised at this facility? How do your staff deal with pre-term babies? *Probe for issues around ALL health system blocks – medicines, vaccines & equipment, staffing, financing, HMIS data systems,etc* What systems and measure are in place here to ensure the survival of newborns in general & preterms in particular? *Probe neonatal units/corners & functionality, HW skills, issues around skilled HW rotation on wards,etc* A lot has been said about high mortality among PTB after discharge, what is the experience of this hospital? What do you think explains the high death rates of pre-terms after discharge? What do you think can be done to reduce this? How do you [or your staff] determine that a pre-term baby is ready for discharge? What usually happens before and after discharge of a pre-term baby? *Probe for hospital systems + any follow-up mechanisms*
Service User (community) KAP	What does the community know and think about pre-term babies? How do you they handle them while at the hospital? What happens when they leave the hospital *(Probe for issues around care after discharge, ask for case studies, any follow up cases,etc)*
PTBi	What do you know about the project called PTBi? *Probe project knowledge, source + how it was introduced, level of consultation,etc* How has PTBi worked with you and/or your facility? Generally what do you think of the project? *Probe for the good, bad & ugly + why*
PRONTO	**PTBi has 4 main components in its intervention, and I'd like to hear your views and/or experience on each** What do you know about PRONTO training for providers? *Explain each component if manager doesn't know & then ask* What do you think of the method of training, especially within our context? How has it helped your staff? What do you think of its usefulness? Feasibility? Continuity?

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Modified Safe Childbirth Checklist (mSCC)	What do you know about the mSCC? How has it been operationalized at your facility? What are your [honest] views about it and its use? *Probe for what's liked & disliked about it, perceived usefulness* What support systems [if any] exist to ensure mSCC use? *Probe for whether hospital feels supported, by who, how,etc* How can the checklist be made more useful and easy to implement? Is there anything else you'd like to say about the checklist?
Quality Improvement (QI) Training & Mentorship	What do you know about QI training & mentorships? What are the experiences of you and/or your staff with QI? in the learning sessions? I am aware of the different QI activities/ projects, including PTBi – how do you deal with this? *Probe coping strategies, effects on work,etc?* What have been the implementation challenges of QI/ mentorship & training Apart from QI how do you generally use the different interventions – how do they complement each other?
Data Strengthening (DS)	What systems or structures does this hospital have in place for data? How do you they work? How do your staff use data systems (e.g. for QI) in their daily practice? What do they use it for? What about management – does this data feed into management & policy decisions? If yes, how? If no, why? What do you think about the facility reports? How are they being used & what else would you like to see? How does this relate now to PTBi's data strengthening part? What are your experiences with PTBi's data strengthening – probe implementation successes & challenges Has there been any success with integration to County/sub county and national data systems? What do you think of it's continuity? What is working? What would you like to see improved?
Perceived Impact	Which of the four components (PRONTO, QI, mSCC & Data) is likely to continue/be mainstreamed & why? What effect has the project had on this hospital? – *Probe both positive & negative e.g. new skills or heavier workloads respectively* What has worked well? What would you like to see improved?
Concluding Remarks	• As we conclude, is there anything else you'd like to tell us in regards to what we've just discussed? Anything that you think would be useful for this evaluation or for preterm/newborn care? **THANK YOU**