

Data entry sequence number:

Data entry initials:

POSTPARTUM CLIENT EXIT INTERVIEW (PPC)

Facility name:

Facility code:

District code:

Type of facility (enter H=Hospital; C=Health Centre; D=Dispensary; N=Maternity/Nursing Home):

Facility administration (enter G=Government; M=Mission; P=Private):

Date today:

Team code:

Surveyor code:

Hello. My name is _____ and I am working with Family Care International. We are conducting a survey about the health of women in this community. We would very much appreciate your participation in this survey. I would like to ask you about your health and about issues related to pregnancy and childbirth. We will be asking you some questions about the health facility you attended today. We will not share your identity or your individual responses with the staff at that facility or with anyone else. Only the survey organizers and the committee monitoring the ethics aspects of this study will be able to see the data. The responses you provide will be kept strictly confidential and will not be shown to other persons. There are no risks involved in participating in the study. Participation in this study or refusal to participate will not affect your ability to access health services or any other services. The interview usually takes between 10 and 20 minutes to complete.

Participation in this survey is voluntary and you can choose not to answer any individual question or all the questions. However, we hope that you will participate fully in this survey since your views are important. At this time, is there anything you would like to ask me about the survey? For additional information about the survey and your participation in it, you can contact FCI.

By consenting, you indicate that you understand the information I just read about the study and that you are willing to participate.

Signature of interviewer:

Date:

May I begin the interview now?

Signature of interviewer:

Date:

PPC101	How old is your baby now? <i>If the baby is more than 6 months old, thank the woman and close the interview.</i>	<ul style="list-style-type: none"> 1 Newborn-one week 2 1-2 weeks 3 3-4 weeks 4 5-6 weeks 5 7 weeks-6 months 6 More than 6 months (Close the interview)
PPC102	How old was your baby when you first came (back) to the facility after the birth?	<ul style="list-style-type: none"> 1 Newborn-one week 2 1-2 weeks 3 3-4 weeks 4 5-6 weeks 5 7 weeks to 6 months
PPC103	What is your reason for visiting the health facility today? <i>Listen carefully. Do not read out list. Probe for multiple responses, and tick all that apply.</i>	<ul style="list-style-type: none"> 1 Postpartum check up/immunizations (for infant) 2 Postpartum check up (for mother) 3 Feeling unwell (mother) 4 Family planning services 22 Other (specify): _____
PPC201	In your opinion, what are the main purposes of postpartum care? <i>Listen carefully. Do not read out list. Probe for multiple responses, and tick all that apply.</i>	<ul style="list-style-type: none"> 1 For a check-up to make sure baby is well 2 For a check-up to make sure mother is well 3 Get immunizations for baby 4 Get advice on care of baby 5 Get family planning 6 For treatment for problem/illness (mother) 7 For treatment for problem/illness (infant) 22 Other (specify): _____ 77 Do not know
PPC202	In your opinion, what are the reasons why women do not go for a postpartum check-up? <i>Do not read list out. Tick all that apply.</i>	<ul style="list-style-type: none"> 1 Cost of services/lack of funds 2 Long distances/lack of transport 3 Lack of time/opportunity costs 4 Lack of confidence/trust in health providers (expectations of poor treatment) 5 Lack of support from partner/other household decision-makers 22 Other (specify): _____ 77 Do not know
PPC301	Where was your baby born? <i>Do not read list out. Tick one best response.</i>	<ul style="list-style-type: none"> 1 At home 2 At a health facility 3 At a Traditional Birth Attendant's home 22 Other (specify): _____
PPC302	At this birth, who helped you at the moment that the baby was born? <i>Do not read list out. Tick one best response.</i>	<ul style="list-style-type: none"> 1 Health professional 2 Traditional birth attendant (TBA) 3 Family member 4 TBA who is a family member 22 Other (specify): _____
PPC303	Did you have to pay for this birth? If yes, how much did you pay, including all fees, drugs and supplies? <i>Enter amount (or value of in-kind payments) in local currency.</i>	<ul style="list-style-type: none"> 0 No 1 Yes, Amount: _____
<p>CHECK PPC301: Delivered at a health facility? If YES, continue. If NO, skip to Q.PPC501.</p>		

PPC401	Did you deliver your baby at this facility? <i>If NO, ask where she delivered her baby and record name of facility.</i>	0 No (specify facility): _____ 1 Yes
PPC402	Did facility staff introduce themselves when you came for delivery?	0 No 1 Yes 77 Don't know/remember
PPC402	Did staff ask you if you had any questions or concerns?	0 No 1 Yes 77 Don't know/remember
PPC404	Did staff ask you if you wanted a family member or other person with you for support during labour?	0 No 1 Yes 77 Don't know/remember
PPC405	When staff examined you, did they provide privacy? <i>If YES: What was used to provide privacy?</i>	0 No/nothing 1 Ward screen 2 Cloths/drapes to cover body 3 Other (specify): _____
PPC406	Did staff explain what they were doing before examining you or conducting any procedure?	0 No 1 Yes 77 Don't know/remember
PPC407	Did staff inform you of your progress during labour and of your medical condition?	0 No 1 Yes 77 Don't know/remember
PPC408	Did staff explain what you should expect during labour and delivery?	0 No 1 Yes 77 Don't know/remember
PPC409	When you were in pain, did staff advise you on what you could do to make yourself more comfortable?	0 No 1 Yes 77 Don't know/remember
PPC410	Did staff help make you more comfortable during labour? <i>If YES: What type of comfort measure(s) did they provide?</i>	0 No/nothing 1 Rubbed back 2 Offered fluids to drink 3 Assisted patient in changing position 4 Helped patient to walk around 22 Other (specify): _____
PPC411	Overall, on a scale of 1 to 5, how would you rate the staff's kindness in the way they spoke to you when you were delivering? <i>(1= harsh/unkind; 5 = very kind)</i>	1 2 3 4 5
PPC412	On a scale of 1 to 5, how would you rate the staff's level of encouragement when you were delivering? <i>(1= discouraging; 5 = very encouraging)</i>	1 2 3 4 5

PPC413	On a scale of 1 to 5, how would you rate your overall satisfaction with the care you received during delivery? <i>(1= very unsatisfied; 5 = very satisfied)</i>	1 2 3 4 5
PPC414	Did you feel that staff paid close attention to you throughout your labour and delivery?	0 No 1 Yes 77 Don't know/remember
PPC415	If you called for help, did staff come to attend to you? <i>Tick the best response.</i>	0 No, they did not come 1 Yes 2 Did not call for help 77 Don't know/remember
PPC501	Were you advised to go for a check-up after the birth?	0 No 1 Yes
PPC502	Did a health worker visit you at home after the birth? <i>If No, go to question PPC601.</i>	0 No (Go to PPC601) 1 Yes
PPC503	How old was your baby when the health worker visited you at home? <i>Do not read list out. Tick one best response.</i>	1 Newborn-one week 2 One week-one month 3 1 month - 6months
I would now like to know more about the services that you received during your visit today. Did the staff... <i>Ask about each service separately.</i>		
PPC601	... Measure your blood pressure	0 No 1 Yes
PPC602	...Perform an abdominal examination	0 No 1 Yes
PPC603	... Perform a vaginal examination	0 No 1 Yes
PPC604	... Ask you if you have had any abnormal bleeding	0 No 1 Yes
PPC605	...Examine the baby	0 No 1 Yes
PPC606	... Give you advice and information on how to care for baby	0 No 1 Yes
PPC607	... Discuss family planning	0 No 1 Yes
PPC608	... Discuss breast-feeding	0 No 1 Yes
PPC701	How much time did you spend waiting to meet with the health provider today (in minutes)?	Minutes: _____ 77 Do not know
PPC702	Not counting waiting time, how long (in minutes) was your consultation with the health provider today?	Minutes: _____ 77 Do not know

PPC703	Did you think your consultation with the health provider was too short, too long, or the right length of time?	0 Too short 1 Too long 2 Right length of time 77 Don't know
PPC704	Today, did you meet the health care provider in private?	0 No 1 Yes
PPC705	Did the staff treat you with respect today?	0 No 1 Yes
PPC706	Did you ask any questions today? <i>If No, probe to find out why client did not ask any questions and then go to question PPC708.</i> <i>Do not read list out. Tick one best response.</i>	1 Yes 2 Did not have any questions (Go to PPC708) 3 Did not feel comfortable to ask questions (Go to PPC708) 4 Provider too busy/No time for questions (Go to PPC708) 22 Other (specify) (Go to PPC708): _____
PPC707	Did you understand the answers to your questions?	0 No 1 Yes 2 Did not receive answer(s) to my question(s)
PPC708	Would you return to this facility for maternal health services?	0 No 1 Yes 77 Do not know
PPC709	Did the staff ask you to come back for another visit?	0 No 1 Yes
PPC710	What is your age? <i>If respondent is less than 20 years of age, continue to PPC9B. If client is 20 years or older, close the interview.</i>	Years: _____
PPC711	Do you think that the maternity services at this facility are convenient and easy for a young person such as yourself to use?	0 No 1 Yes

Thank you for taking the time to speak to us today. Do you have any suggestions for improving maternity services at this facility?

Interviewer, use this space to record any comments or question(s) of the client.

6 September 2007