FORMATTING DATE: 20 April 2022 ENGLISH LANGUAGE: 20 April 2022

THE DHS PROGRAM SERVICE PROVISION ASSESSMENT SURVEY **FAMILY PLANNING CLIENT EXIT INTERVIEW FACILITY IDENTIFICATION** EIFIP QTYPE FACILITY NUMBER PROVIDER SERIAL NUMBER [FROM STAFF LISTING FORM]..... INFORMATION ABOUT INTERVIEW DATE:.... MONTH 0 YEAR INTERVIEWER'S NAME: INTERVIEWER'S NUMBER TRANSLATOR USED LANGUAGE OF LANGUAGE OF NATIVE LANGUAGE ESTIONNAIRE** INTERVIEW** OF RESPONDENT** (YES = 1, NO = 2)LANGUAGE OF **LANGUAGE CODES: **ENGLISH** ESTIONNAIRE** 03 LANGUAGE 05 LANGUAGE 01 ENGLISH 04 LANGUAGE 06 LANGUAGE 02 LANGUAGE TEAM TEAM SUPERVISOR NUMBER NUMBER NAME

THE DHS PROGRAM SERVICE PROVISION ASSESSMENT

FAMILY PLANNING CLIENT EXIT INTERVIEW

INTRODUCTION AND CONSENT

READ THE FOLLOWING CONSENT STATEMENT			
Good day! My name is We are here on behalf of the [I the government in knowing more about health services in [COUNTRY].	MPLEMENTING AGENCY] conducting a survey of health facilities to assist		
This facility was selected to participate in the study. I would like to ask you some of family planning services are provided in this facility. These questions usually take			
We are not evaluating the [NURSE/DOCTOR/PROVIDER] or the facility. Information from this interview is confidential and will not be shared with anyone other than members of our survey team. The information acquired during this interview may be used by the [IMPLEMENTING AGENCY], other organizations or researchers, for planning service improvements or further studies of services.			
Neither your name nor the date of service will be provided in any shared data, so confidential.	your identity and any information about you will remain completely		
Please know that the decision to participate in this interview is completely voluntary and that your decision will not affect the services you receive. If at any point you would prefer to end the interview please feel free to tell me. There is no penalty for refusing to participate, however, we hope you will choose to participate.			
In case you need more information about the survey, you may contact the incharge	e manager of this health facility.		
Do you have any questions for me at this time?			
Do I have your permission interview you?			
SIGNATURE OF INTERVIEWER	DATE		
	DAY		
	MONTH		
	YEAR 2 0 2		
CLIENT AGREES	CLIENT DOES NOT AGREE		
TO BE INTERVIEWED 1	TO BE INTERVIEWED 2 → END		

	1. INFORMATION ABOUT FAMILY PLANNING VISIT			
NO.	QUESTIONS	CODING CLASSIFICATION	SKIP	
101	RECORD THE TIME THE INTERVIEW STARTED. USE 24-HOUR FORMAT.	HOURS		
102	What time did you arrive at the facility today? IF CLIENT DOESN'T KNOW THE EXACT TIME, ASK HER TO APPROXIMATE. IF SHE CAN'T GIVE AN APPROXIMATE TIME, USE 'DON'T KNOW'.	HOURS MINUTES DON'T KNOW 9998		
103	What time did you see the provider? IF SHE DOESN'T KNOW THE EXACT TIME, ASK HER TO APPROXIMATE. IF SHE CAN'T GIVE AN APPROXIMATE TIME, USE 'DON'T KNOW'.	HOURS MINUTES DON'T KNOW 9998		
104	Before coming to this facility today, were you taking any steps or using any methods to prevent a pregnancy?	YES 1 NO 2	→ 110	
105	What method were you (last) using? PROBE	COMBINED ORAL PILL A PROGESTIN-ONLY ORAL PILL B ORAL PILL (TYPE UNSPECIFIED) C COMBINED INJECTABLE (MONTHLY) D PROGESTIN-ONLY INJ. (2 TO 3-MONTHLY) INTRAMUSCULAR (DMPA-IM) E PROGESTIN-ONLY INJ. (2 TO 3-MONTHLY) SUBCUTANEOUS (DMPA-SC) F MALE CONDOM G G FEMALE CONDOM H IUC IUC I IMPLANT J EMERGENCY CONTRACEPTIVE PILL K K FERTILITY AWARENESS METHODS SUCH AS STANDARD DAYS METHOD (SDM) L MALE STERILIZATION (VASECTOMY) M M FEMALE STERILIZATION (TUBAL LIGATION) N L LACTATIONAL AMENORRHEA O O SPERMICIDE P D DIAPHRAGM Q O OTHER X		
106	Have you been having (did you have) any problems with the method?	YES		
107	What was the outcome of this visit—did you decide to continue (restart) the same method or to switch methods?	CONTINUE WITH OR RESTART SAME METHOD 1 SWITCH METHOD 2 STOP USING METHOD (DUE TO PROBLEMS) 3 STOP USING METHOD (ELECTIVE-NO PROBLEMS) 4	→ 201	
108	Had you thought about switching methods before you came here today?	YES	→ 113	
109	Had you thought about what family planning method you wanted to switch to before you came here today?	YES	→ 112 → 113	
110	Had you thought about starting to use a method of family planning before you came here today?	YES	→ 113	
111	Had you thought about what family planning method you wanted to use before you came here today?	YES	→ 113	

	QUESTIONS	CODING CLASSIFICATION		SKIP
112	What method or methods were you thinking about?	COMBINED ORAL PILL	Α	
ŀ		PROGESTIN-ONLY ORAL PILL	В	
	IF WOMAN MENTIONS MULTIPLE METHODS, CIRCLE AS MANY AS SHE MENTIONS	ORAL PILL (TYPE UNSPECIFIED)	С	
		COMBINED INJECTABLE (MONTHLY)	D	
		PROGESTIN-ONLY INJ. (2 TO 3-MONTHLY)		
		INTRAMUSCULAR (DMPA-IM)	F	
ŀ		PROGESTIN-ONLY INJ. (2 TO 3-MONTHLY)	_	
ļ		SUBCUTANEOUS (DMPA-SC)	F	
ŀ		MALE CONDOM		
		FEMALE CONDOM	-	
ŀ		IUD.	'i	
ŀ			!	
		IMPLANT	J	
ŀ		EMERGENCY CONTRACEPTIVE PILL	K	
ŀ		FERTILITY AWARENESS METHODS		
-		SUCH AS STANDARD DAYS METHOD (SDM)		
ļ		MALE STERILIZATION (VASECTOMY)		
		FEMALE STERILIZATION (TUBAL LIGATION)	N	
		LACTATIONAL AMENORRHEA	0	
		SPERMICIDE	Р	
		DIAPHRAGM	Q	
		OTHER	Х	
113	What family planning method did you either receive or get a prescription or referral for?	PRE- RE	CE-	
		l —— —— ——	/ED	
		COMBINED ORAL PILL A	Α	
		PROGESTIN-ONLY ORAL PILL B	В	
	CIRCLE ALL METHODS THE CLIENT HAS A PRESCRIPTION OR A REFERRAL (PRES), OR RECEIVED	ORAL PILL (TYPE UNSPECIFIED)	С	
		COMBINED INJECTABLE (MONTHLY)	D	
	IN FACILITY (REC).	PROGESTIN-ONLY INJ. (2 TO 3-MONTHLY)		
		INTRAMUSCULAR (DMPA-IM) E	Е	
	IF THE CLIENT IS CONTINUING WITH A PRIOR METHOD	PROGESTIN-ONLY INJ. (2 TO 3-MONTHLY)	_	
	AND DID NOT RECEIVE ANY METHOD, PRESCRIPTION OR	,	F	
	REFERRAL DURING THIS VISIT, CIRCLE "Y"	(
	CHECK PACKET OR PRESCRIPTION TO CONFIRM TYPE	MALE CONDOM G	G	
	OF PILL OR INJECTION	FEMALE CONDOM H	Н	
	OF PILL OR INJECTION	IUD	1	
		IMPLANT J	J	
		EMERGENCY CONTRACEPTIVE PILL K	K	
1				
		FERTILITY AWARENESS METHODS SUCH		
		AS STANDARD DAYS METHOD (SDM) L	L	
		AS STANDARD DAYS METHOD (SDM) L MALE STERILIZATION (VASECTOMY) M	L M	
		AS STANDARD DAYS METHOD (SDM) L MALE STERILIZATION (VASECTOMY)		
		AS STANDARD DAYS METHOD (SDM) L MALE STERILIZATION (VASECTOMY) M	М	
		AS STANDARD DAYS METHOD (SDM) L MALE STERILIZATION (VASECTOMY)	M N	
		AS STANDARD DAYS METHOD (SDM) L MALE STERILIZATION (VASECTOMY) M FEMALE STERILIZATION (TUBAL LIGATION) N LACTATIONAL AMENORRHEA O	M N O	
		AS STANDARD DAYS METHOD (SDM) L MALE STERILIZATION (VASECTOMY) M FEMALE STERILIZATION (TUBAL LIGATION) N LACTATIONAL AMENORRHEA O SPERMICIDE P	M N O P	
		AS STANDARD DAYS METHOD (SDM) L MALE STERILIZATION (VASECTOMY) M FEMALE STERILIZATION (TUBAL LIGATION) N LACTATIONAL AMENORRHEA O SPERMICIDE P DIAPHRAGM Q	M N O P Q	

NO.	QUESTIONS	CODING CLASSIFICATION	SKIP	
	2. FAMILY PLANNING EXPERIENCE OF CARE			
NO.	QUESTIONS	CODING CLASSIFICATION	SKIP	
201		insultation. Now I am going to ask you about specific services that you received in remember, so it is ok if you don't remember, but do try to tell me what you anning provided in the facilities around here.		
01	Ask about whether you would like to have a/nother child?	YES		
02	Ask about when you would like to have a/another child?	YES 1 NO 2 DON'T KNOW 8		
03	Ask about your previous family planning experience?	YES 1 NO 2 DON'T KNOW 8		
04	Ask about your family planning method preference?	YES 1 NO 2 DON'T KNOW 8		
05	Talk about possible side effects or problems with the method you selected?	YES		
06	Tell you what to do if you experience any side effects or problems with the method you selected?	YES		
07	Talk about warning signs associated with the method you selected?	YES		
08	Talk about the possibility of switching to another method if the method you selected was not suitable?	YES 1 NO 2 DON'T KNOW 8		
202	Did you feel that during your consultation, no other clients or patients at the facility could see you? IF YES, PROBE: Would you say all the time, most of the time, or a few times?	YES, ALL OF THE TIME 1 YES, MOST OF THE TIME 2 YES, A FEW TIMES 3 NO, NEVER 4 DON'T KNOW/CAN'T REMEMBER 8		
203	Did you feel you could discuss your problems with the doctors, nurses or other providers, without others not involved in your care overhearing your conversations? IF YES, PROBE: Would you say all the time, most of the time, or a few times?	YES, ALL OF THE TIME 1 YES, MOST OF THE TIME 2 YES, A FEW TIMES 3 NO, NEVER 4 DON'T KNOW/CAN'T REMEMBER 8		
204	Did the doctors, nurses or other staff treat you with respect? IF YES, PROBE: Would you say all the time, most of the time, or a few times?	YES, ALL OF THE TIME 1 YES, MOST OF THE TIME 2 YES, A FEW TIMES 3 NO, NEVER 4 DON'T KNOW/CAN'T REMEMBER 8		
205	Did the doctors, nurses or other staff at the facility treat you in a friendly manner? IF YES, PROBE: Would you say all the time, most of the time, or a few times?	YES, ALL OF THE TIME 1 YES, MOST OF THE TIME 2 YES, A FEW TIMES 3 NO, NEVER 4 DON'T KNOW/CAN'T REMEMBER 8		
206	Did you feel the health facility environment, including the washrooms were clean? IF YES, PROBE: Would you say all the time, most of the time, or a few times?	YES, ALL OF THE TIME 1 YES, MOST OF THE TIME 2 YES, A FEW TIMES 3 NO, NEVER 4 DON'T KNOW/CAN'T REMEMBER 8		
207	Did you feel you could ask the doctors, nurses or other staff at the facility any questions you had? IF YES, PROBE: Would you say all the time, most of the time, or a few times?	YES, ALL OF THE TIME 1 YES, MOST OF THE TIME 2 YES, A FEW TIMES 3 NO, NEVER 4 DON'T KNOW/CAN'T REMEMBER 8		

NO.	QUESTIONS	CODING CLASSIFICATION	SKIP
208	Did you feel like the doctors, nurses or other staff at the facility involved you in decisions about your care? IF YES, PROBE: Would you say all the time, most of the time, or a few times? IF CLIENT SAYS THEY DID NOT MAKE ANY DECISIONS: CIRCLE 9	YES, ALL OF THE TIME 1 YES, MOST OF THE TIME 2 YES, A FEW TIMES 3 NO, NEVER 4 DON'T KNOW/CAN'T REMEMBER 8 NOT APPLICABLE 9	
209	Would you say you were treated differently because of any personal attribute, like your age, marital status, number of children, your education, wealth, or something like that? IF YES, PROBE: Would you say all the time, most of the time, or a few times?	YES, ALL OF THE TIME 1 YES, MOST OF THE TIME 2 YES, A FEW TIMES 3 NO, NEVER 4 DON'T KNOW/CAN'T REMEMBER 8	
210	Did you feel like you were treated roughly, for instance were you pushed, beaten, slapped, pinched, physically restrained or gagged, or physically mistreated in any other way? IF YES, PROBE: Would you say all the time, most of the time, or a few times?	YES, ALL OF THE TIME 1 YES, MOST OF THE TIME 2 YES, A FEW TIMES 3 NO, NEVER 4 DON'T KNOW/CAN'T REMEMBER 8	
211	Did you feel the doctors, nurses or other healthcare providers shouted at you, scolded you, insulted, threatened or talked to you rudely? IF YES, PROBE: Would you say all the time, most of the time, or a few times?	YES, ALL OF THE TIME 1 YES, MOST OF THE TIME 2 YES, A FEW TIMES 3 NO, NEVER 4 DON'T KNOW/CAN'T REMEMBER 8	
212	Did you feel that you received all of the information you wanted to know about your options for contraceptive methods? IF YES, PROBE: Would you say all the time, most of the time, or a few times?	YES, ALL OF THE TIME 1 YES, MOST OF THE TIME 2 YES, A FEW TIMES 3 NO, NEVER 4 DON'T KNOW/CAN'T REMEMBER 8	
213	During your consultation today, did the provider strongly recommend one method over others? IF YES, PROBE: Would you say all the time, most of the time, or a few times?	YES, ALL OF THE TIME 1 YES, MOST OF THE TIME 2 YES, A FEW TIMES 3 NO, NEVER 4 DON'T KNOW/CAN'T REMEMBER 8	

NO.	QUESTIONS	CODING CLASSIFICATION	SKIP
	3. ACC	ESS TO CARE	
NO.	QUESTIONS	CODING CLASSIFICATION	SKIP
		sit. Now I am going to ask you a few questions about some common problems e whether any of these were problems for you today, and if so, whether they were	
301	Was the time you waited to see a provider a problem?	YES, MAJOR PROBLEM	
	IF YES, PROBE: Would you say this was a major problem or a minor problem?	YES, MINOR PROBLEM 2 NO, NOT A PROBLEM 3 DON'T KNOW 8	
302	Were the hours of service at this facility, that is when the facility opens and closes, a problem?	YES, MAJOR PROBLEM 1 YES, MINOR PROBLEM 2	
	IF YES, PROBE: Would you say this was a major problem or a minor problem?	NO, NOT A PROBLEM 3 DON'T KNOW 8	
303	Were the number of days services are available to you at this facility a problem?	YES, MAJOR PROBLEM 1 YES, MINOR PROBLEM 2 NO, NOT A PROBLEM 3	
	IF YES, PROBE: Would you say this was a major problem or a minor problem?	DON'T KNOW	
304	Was the cost for services or treatments at this facility a problem?	YES, MAJOR PROBLEM 1 YES, MINOR PROBLEM 2 NO, NOT A PROBLEM 3	
	IF YES, PROBE: Would you say this was a major problem or a minor problem?	DON'T KNOW	
305	Is this the closest health facility to your home?	YES	→ 401
		DON'T KNOW 8	401
306	What was the main reason you did not go to the facility nearest to your home?	INCONVENIENT OPERATING HOURS	
	IF CLIENT MENTIONS SEVERAL REASONS, PROBE	DON'T LIKE PERSONNEL	
	FOR THE MOST IMPORTANT, OR MAIN REASON.	PREFERS TO REMAIN ANONYMOUS	
		IT IS MORE EXPENSIVE 06 WAS REFERRED 07	
		SERVICE NOT OFFERED AT FACILITY NEAREST TO HOME	
		OTHER 96 DON'T KNOW 98	
	4. FAMILY PLANNING	CLIENT CHARACTERISTICS	
NO.	QUESTIONS	CODING CLASSIFICATION	SKIP
Thank	you for answering my questions about your experience at this facility.	My final questions are about yourself.	
401	How old were you at your last birthday?	AGE IN YEARS	
		DON'T KNOW	
402	Have you ever attended school?	YES	→ 404
403 (FN1)	What is the highest level of school you attended: primary, secondary or higher? [COUNTRY SPECIFIC]	PRIMARY 1 SECONDARY 2 HIGHER 3	
404	How many times have you been pregnant? IF NONE, ENTER "00"	NUMBER OF PREGNANCIES	

NO.	QUESTIONS	CODING CLASSIFICATION	SKIP
405	Are you currently married or living together with a man as if married?	YES, CURRENTLY MARRIED 1 YES, LIVING WITH A MAN 2 NO, NOT IN UNION 3	
406	RECORD THE TIME THE INTERVIEW ENDED	HOURS MINUTES	
	Thank you very much for taking the time to answer my questions. Once again, any information you have given will be kept completely confidential. Have a good day!		
	Interviewer's comments:		

FAMILY PLANNING CLIENT EXIT INTERVIEW: FOOTNOTES

(FN1) Adapt according to the local educational categories