

INSTRUMENT – F-KI:

Facility Key Informant

SURVEY ID

Instrument ID: F-KI

Novartis Access Program

Facility Key Informant Instrument

Target Audience:

- 1) Health Facility Staff

Instructions for the Interviewer

Step 1: Informed Consent: Ask the participant for a few minutes of their time. Introduce yourself and the study. Begin the informed consent as per the training. If consent is granted, leave the informed consent sheet with the participant.

Was informed consent obtained?

YES _____ (proceed with interview)

NO _____ (STOP! Thank the participant for their time but do not proceed with the interview)

Interviewer: Read the following statement. Please repeat the statement translated into the local language based on primary languages.

“Thank you for agreeing to participate in this interview. My name is _____. I will be asking you the questions. My partner _____ will be taking notes on the things you have to say.

We are collecting baseline data on access to medicines in anticipation of a new initiative starting soon to improve access. We want to understand your views on medicines availability and what happens when medicines are not available. We would also like to ask your perceptions about the affordability and quality of medicines, and how you learn new information about medicines. Please feel free to tell us whatever you are comfortable sharing. You should also remember that you do not have to share anything that you are not comfortable sharing. There are no right or wrong answers, so please be honest and help us to understand what is true for you and your community. Are you ready to begin?”

Step 2: Please begin the interview with the demographic questions.

Step 3: Proceed to the Semi-structured interview guide. Please probe to obtain as in-depth and specific information you can.

- 1. **Facility Name**
- 2. **County**
- 3. **Sub-county**

Interviewer ID _____

Note-taker ID: _____

4. **Interview Date (DD/MM/YYYY)** _____

5. **Time Start** _____

6. **Supervisor initials** _____

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SURVEY ID**Table 1: Respondent Demographics***Interviewer: "I'm going to start by asking you questions about yourself."*

Q#	QUESTION	CODE	Response	SKIP
000.	Respondent/Instrument type	F-KI: (1)	1	
100.	Respondent gender	Male (1) Female (2)	_____	
101.	Name of facility		_____	
102.	Position	1) Chief Medical Officer 2) Nurse in Charge 3) Pharmacist 4) Other: (specify) _____	_____	
103.	How many years have you worked here?		_____	
104.	Novartis Access Initiative is a program designed to increase availability and affordability of high quality medicines for several chronic diseases. Had you ever heard of Novartis Access before now?	No (0) Yes (1)	_____	

DRAFT

Semi Structured Interview Guide: Interviewer: “Now I’m going to ask you questions about your ideas and opinions on access to medicines. Let’s start.”

Theme 1: Availability and Stockouts

1.1 Describe the situation in terms of availability of medicines in this facility? Are most medicines available? Tell me about which products are often in stock, and which products are not often in stock.

1.2 What do you or other staff do when products are not in stock? What do patients do?

Probe: Do you or other staff tell patients where else they can get the medicines? Where do you suggest they go, and why? What are the advantages and disadvantages?

Do you or other staff change the prescription or offer a different medicine that is in stock? Can you give me an example of this? What are the advantages and disadvantages?

Sometimes a staff will purchase medicines themselves, then sell them to patients if there is a stockout at the facility. Does this sort of thing sometimes happen here? If so, how do patients perceive this? What do you think are the advantages and disadvantages of this?

Theme 2. Affordability

2.1 In general, are medicines affordable to patients who are treated at your facility? Why or why not?

2.2 Do patients generally get medicines for free, or do they have to pay? Can you give an example of what kind of patient might need to pay, and for what?

2.3 How easy is it, generally, for patients to pay for the medicines they need?

2.4 Can you think of an example of a patient who had problems paying for medicines?

Probe: Describe some of the circumstances, such as what illness they had, and what medicines they had been prescribed.
Why did they have a problem paying?
What advice did you give them?
What did they do next?
How do you think it turned out?

2.5 What do providers do, when a patient cannot pay?

Probe: Are there things you, or other staff do, to adjust?
Do you change the way you prescribe medicines (dose, duration, type of medicine) to make it more affordable? Why/why not? What are the advantages and disadvantages?
Do you advise patients to come back a different time, or to go somewhere else? Why/why not?

Theme 3: Quality of medicines

3.1 In your opinion, how, if at all, does the quality of medicines vary? Are there differences between locally produced versus internationally produced medicines? By country? By name?

Probe: Describe why you think some medicines have better quality than others.

3.2 Do you think that patients who come here have perceptions about quality that are similar to yours? Why/why not? If they are different, how?

Theme 4: Provider education

4.1 Describe how you get information or education about medicines.

Probe: Government- or NGO managed education programs or workshops?
Promotional activities by pharmaceutical companies?

DRAFT

INTERVIEWER: “Thank you sincerely for your time. We have completed this interview and are grateful for your help as we collect baseline information in anticipation of this new access to medicines initiative. If in the next couple of days you think of another idea or story to share please call.

1. Time Finish _____