**Instrument ID: F-KI MIDLINE**

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 midline data on a new initiative that in ongoing to improve access to medicines. This is a follow up to the baselines interviews we conducted in 2016. 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 level**
2. **County**
3. **Sub-county**

**Interviewer ID** \_\_\_\_\_\_\_\_\_ **Note-taker ID:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. **Interview Date (DD/MM/YYYY)** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. **Time Start** \_\_\_\_\_\_\_
3. **Supervisor initials \_\_\_\_\_\_\_\_\_\_**

**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**\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
|  | Respondent gender | Male  **(1)**Female (**2)** | \_\_\_\_\_\_\_\_\_\_\_\_\_ |  |
|  | 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? |   | \_\_\_\_\_\_\_\_\_\_\_\_\_ |  |

**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**

*I’m going to start by asking you a few questions about the availability of drugs and the stockouts at your facility.*

* 1. Describe the situation in terms of availability of medicines in this facility? Tell me about which type/class of medicines are often in stock, and which are often out of stock.
	2. Tell me about availability of NCD medicines at this facility (example, antihypertensive, anti-diabetic, asthma treatment and breast cancer)

Probe:

* Which types of these medicines are commonly available/not available?
* In your opinion, why are some of the medicines available and some are not?

Novartis Access Initiative is a program designed to increase availability and affordability of high quality medicines for several chronic conditions.

1.3 Have you heard of Novartis Access?

Probe:

* When did you first hear of Novartis Access Medicines?
* How did you hear of Novartis Access Medicines? Who gave you the information?

1.4 Do you have Novartis Access medicines available at this health facility?

* Where do you get them from?
* When did they begin to arrive?
* How do you inform the patients about their availability?
* Have they helped to improve availability of NCD medicines?

1.5 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 (dose or brand) 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?

1.6 How do health providers prescribe medicines in this facility?

* Do they commonly prescribe brand name or generic medicines
* What do you think are the advantages and disadvantages of this?

1.7 In general, what are the factors that influence medicine supply in this county?

Probe:

* Tell me how NCD medicine supply is affected by each factor?
* Who makes the orders for medicines? Are these orders made for the whole county? Are there any differences in how NCD medicines are ordered? Please explain.
* How do you use the Essential Medicines List to guide procurement/stocking and use of medicines in your facility?
* When the Essential Medicines List does not include a medicine at your level of care are you allowed to stock it?. How do you address the situation?
* In this county, which level of facilities are allowed to keep NCD medicines in stock? Is there a difference between facilities in terms of what type of NCD medicines they are allowed to stock (e.g. insulin, asthma inhalers, treatment for depression, and treatment for cancer)?
* How do you receive your medicine supplies?
* What are some of the medicine supply challenges that you experience in this county?
* In which way have the recent strikes of health workers affected the supply of medicines?

**Theme 2. Affordability**

2.1 Do patients generally get medicines for free, or do they have to pay?

Probe

* + - Can you give an example of what kind of patient might need to pay, and for what?
		- Who decides what they have to pay for the medicines (e.g. county level, each facility)?
		- In your opinion, how easy is it for patients to pay for the medicines they need?
		- Which groups of patients get medicines for free?
		- Are there any special considerations (e.g elderly, pregnant women, etc.)

2.2 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?

2.3 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?

2.4 Can you tell me if/how various insurance programs (if any) cover medicines prescribed to patients in your facility and in your county? How does this differ from other hospitals or counties?

2.5 If you have the Novartis Access medicines at this health facility how do their prices compare to other equivalent medicines?

* How do the patients get the Novartis access medicines?

**Theme 3: Quality of medicines**

3.1 In your opinion, how, if at all, does the quality of medicines vary?

 Probe:

* Are there differences between locally produced versus internationally produced medicines? By country? By generic vs. originator medicines?
* Describe why you think some medicines have better quality than others.

**Theme 4: Treatment Guidelines and Provider education**

4.1.What is your understanding of national standard treatment guidelines and Kenyan essential medicines list?

* Do you have copies of these in your facility?
* If you have copies, please explain to me how do you use them
* Do the STG determine which medicines you can stock at this facility?

4.2 Describe how you get information or education about medicines.

Probe: Government- or NGO managed education programs or workshops?

 Promotional activities by pharmaceutical companies?

**\*\*Note: These additional questions (Theme 5 below) should only be administered to the private pharmacist/drug seller\*\***

**Theme 5: Private Pharmacist (drug seller)**

I would like to ask about the relationship you have with patients who buy medicines from you

* 1. Tell me about your relationship with patients who buy medicines for acute conditions (e.g. malaria, headaches, fever, diarrhea) compared to chronic non-communicable conditions (diabetes, hypertension, heart disease and asthma)

Probes:

* Are you the first point of care for these patients? Explain
* Do you find yourself interacting with the different types of patients differently or the same? Explain.
* Tell me about your relationship with the poorest patients who come to buy medicines for chronic non-communicable diseases?
* What do you do with those who cannot afford medicines? Do you have any payment arrangements with them?
* In your opinion what do you see as your social responsibility to the poorest patients with non-communicable diseases? How does this responsibility compare to selling medicines? Give an example of something you did that was motivated by social responsibility
	1. How can you better be prepared to serve the poorest NCD patients who buy medicines from you?
* Tell me what you currently know about NCDs (Hypertension, Asthma, Diabetes and heart diseases)
* Do you have any suggestions on the type of support you need to serve the poorest NCD patients?
* How would you like to get information on non-communicable diseases?
* Is there a specific type of training you need to better help you serve your patients? Describe the training
	1. What are your thoughts on taking the time to teach your patients?
* What is your opinion on the importance of teaching the patients compared to selling medicines? Explain why
* What kind of reputation would you like to build with the community you serve? Explain
* What are your suggestions of building this reputation?
* What kind of help do you need? How can this project [Novartis] help?
	1. What is your opinion on monitoring or measurement of an NCD patient’s [blood pressure/weight/blood sugar]?

Probes:

* Do you know how to measure blood pressure/weight/blood sugar?
* What types of support would you need to offer this procedure?
* How would this information be useful to you?
	1. Tell me about any other service you have the desire to give to the NCD patients

**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** \_\_\_\_\_\_\_\_\_\_\_