**Instrument ID: H-KI-ENDLINE**

Novartis Access Program ENDLINE Evaluation

Household Key Informant Instrument

Target Audience:

Household member with NCD

**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 data as a follow up to the interviews we conducted with you in 2016 and 2018 about medicines brought by a new initiative to improve access. We want to understand your views on availability of medicines and what happens when medicines are not available. We would also like to ask your perceptions about the affordability and how you learn about and share information about medicines. We are especially interested in hearing of anything that has changed in approximately the past year, since our interview with you in 2018. 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. NOTE: If there is a spontaneously reported adverse event, please report it to the Principal Investigator [fill in appropriate contact information for PI or designate here]*

**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 |
| 000.  | Respondent/Instrument type | H-KI: **(1)**  |  **1**\_\_\_\_\_\_\_\_\_\_\_\_ |
|  | Respondent gender | Male  **(1)**Female (**2)** | \_\_\_\_\_\_\_\_\_\_\_\_ |
|  | Age |  | \_\_\_\_\_\_\_\_\_\_\_\_ |
| 103. | Type of closest health facility | 1=Public hospital2=Public clinic/health center3=Mission hospital/clinic4=Private hospital5=Private chemist/drug store 5=Other (specify) |  |

**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: Patient’s NCD Journey**

1.1 Have you visited the health facility nearest you in the past year?

Probes:

* If you visited, can you tell me more about the reason for your visit(s)?
* If you did not visit, please explain why not.
* If the visit was in relation to your NCD [….] can you tell me what the provider did during the visits?
* Did you get to ask questions about your condition?
* Did you receive all the information you need about your condition during the visit? Tell me more about the types of information you got.

**Theme 2: Availability and Stockouts**

*Now, I would like to ask questions about availability.*

2.1 Can you tell me if the availability of medicines for your condition at [insert facility level] health facility closest to you has changed in the past year?

Probes:

* Are most medicines available?
* Tell me about which medicines are often in stock, and which medicines are often not in stock.

2.2 In the past year, what have you been doing when medicines for your NCD […] are not in stock?

Probes:

* Has the distances you travel to get your medicines changed during the last year? Tell me more.
* How do you find out where medicines are available? Please explain.

2.3 How do you feel when the medicines are not available at the facility you go to?

Probes:

* Does the situation concern you at all? How serious is this concern?
* Have you ever expressed these concerns to senior authorities at the health facility? Why/why not?
* What are your thoughts about addressing this situation with government facility leadership?
* Tell me more on how you have addressed these concerns over time.

2.4 Have you gone without your NCD medicines any time in the past year?

Probes:

* If so, did you have any emergency health event as a result? (e.g. diabetic shock, stroke, asthma attack)
* Can you tell me what happened?

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

Probes:

• When did you first hear of Novartis Access medicines?

• How did you hear of Novartis Access medicines?

• Who gave you the information?

* Were you given any specific information about Novartis Access medicines? Explain?

2.6 Have you used Novartis Access medicines during the last year?

Probes:

* If yes, explain how you started using them.
* Tell me how Novartis Access medicines compare to the medicines that you were taking before.

**Theme 3. Affordability**

*Now I would like to ask you about affordability of medicines.*

3.1 Tell me if affordability of medicines for patients like you has changed in the past year? Explain.

Probes:

* Has there been any new, cheaper medicine for your condition recently? Explain.
* If there is a new, cheaper medicine in the market, can you explain how you get to hear about it?
* How do you find out where prices of medicines for your condition […] are low?
* Do prices for medicines vary at different types of health facilities? Explain

3.2 In the past year, has there been a time when you could not afford medicines for your condition […]?

Probes:

* What did you do in this situation?
* Did you have to give up something else you needed in order to pay for medicines? Tell us more about this.
* What did you give up, and how did you feel about it? What happened next?

3.4 Did you get advice from the provider when you couldn’t afford to pay? What advice did you get?

Probes:

* Told to go to a different facility
* Told to come back at a different time
* Told to change treatment or take a different medicine (less expensive)
* Did you follow the advice?
* What happened next? How did it make you feel?

3.5 Has having a chronic illness affected your household expenditures over the past year?

Probes:

* Ask about other spending, not just on medicines (travel, companion’s travel, etc.)
* Probe for wealth/assets before and after diagnosis with NCD. (ex. How has having this disease affected your household wealth/assets over time?) Tell me more about this.
* Is your household poorer than when you were first interviewed in 2016?

**Theme 3A. Health Insurance**

1. Do you belong to an insurance scheme? If so, which ones?

Probes:

* How did you find out about the insurance scheme(s) that you belong to?
* Do you know the benefits that you receive?
* How did you find out about the benefits?
* If you don’t belong to a scheme that you could join, can you explain why?
1. In which way is health insurance helpful to you?

Probe for reasons if it is not seen has harmful.

1. Tell me about any insurance benefits that you have received.

Probes:

* Do you know what medicines are covered in your insurance?
1. Can you tell me of your experience the last time you wanted to get your NCD medicines using your insurance?

Probes:

* Explain how this process was like, step by step?
* If there is a time that you were unable to get your NCD medicines for reasons related to insurance, please explain what happened?
* How did you get your medicines? Please explain.
* Did you have to wait for NHIF to pre-authorize your medicines? If so please explain.
1. Can you tell me of your experience the last time you filed a claim to be reimbursed for a medication? When you paid out of pocket.

Probes:

* Explain how this process was like, step by step?

**Theme 4: Private Pharmacy/** **Drug Seller**

*Now, I would like to ask you more questions about the private pharmacy/drug seller where you get your medicines that are not available at the government health facility.*

4.1 Since our last interview in 2018, have you bought your medicines from the same pharmacy/drug seller?

Probes:

* If you changed/did not change pharmacy/drug seller, please tell me more about the reasons?

• Can you describe the relationship between you and the pharmacist/drug seller? Has the relationship changed or stayed the same during the year?

* How did you get to know the pharmacist/drug seller?
* Do they know who you are when you walk in? Do you trust him/her? Explain.

4.2 How often do you get your blood pressure/weight/blood sugar measured/monitored [mention appropriate measurement according to the NCD]

Probes:

* Where do you get your […] monitored?
* Since our last interview in 2018, have you been able to measure your [blood pressure and bodyweight [everyone], blood sugar [diabetics]] regularly? Tell me more about what influenced your decision to measure [….] or not.
* When you get these measurements at the pharmacy/drug store, do you understand the information? Does the pharmacist explain the measurements to you? Do you keep a note of the measurements (e.g. glucose log)? Do you use this information?
* Tell me about the availability of a measuring machine for your […..]

**INTERVIEWER: Ask the following question to participants who seem particularly articulate or have very interesting stories about how their lives have been affected by access issues or improved because of better access to medicines.**

Would you be willing to be contacted again to tell your story?

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

**Time Finished** \_\_\_\_\_\_\_\_\_\_\_