**Instrument ID: H-KI**

Novartis Access Program-Midline Evaluation

Household Key Informant Instrument

Target Audience:

1. Household adult with chronic illness

**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 interview we conducted with you in 2016 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. 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 |  | \_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 102a. | Phone number |  | \_\_\_\_\_\_\_\_\_\_\_\_ |
| 102b | What type of phone do you have | 1. Smart phone
2. Not Smart phone
3. Both

\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_ |  |
| 102c | What do you do with your phone **(Explain)** |  |  |
| 103 | Type of NCD patient suffers from (From Quant Interviews?) | 1= Hypertension2=Asthma3= Diabetes4= Breast Cancer |  |
| 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) |  |
| 104 | Type of facility where NCD was diagnosed | 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: Patients NCD Journey**

1.1 How did you first discover that you had this condition? (INSERT SPECIFIC NCD HERE)?

Probes

* What did you do after knowing that you have this condition?
* When did you begin to seek health care?
* Tell me about your experience with seeking health care for this condition?
* Did you start taking medicines immediately after you were diagnosed? Why/Why not?

1.2 When you visit the health facility, what is usually done to you in relation to your condition?

Probes

* What does the clinician/health provider do during your visit to the health facility?
* Do you get to ask questions about your conditions?
* Where do you usually get further information about your condition? What types of information do you get? What specific types of information would you prefer to receive?
* Do you have preferences on sources of information about your condition? (e.g. radio, TV, cell phone, social media, etc)

1.3 Can you tell me what concerns you most about living with this disease? (INSERT SPECIFIC NCD HERE)?

Probes

* In your opinion, what is the source of these concerns?
* Are there barriers that prevent you from accessing treatment or taking medicines for your condition?
* Do you feel that your concerns get addressed when you visit your clinician at the health facility?
* Are you seen by the same clinician/health provider every time you visit the health facility? Why/Why not?
* How often do you prefer to see the clinician/health provider?
* Do you have to see a clinician/health provider every time you need medicines?
* How often do you need to buy medicines? [every month/every three months/other]
* Do you always get your medicines from the same facility/pharmacy?

**Theme 2: Availability and Stockouts** *(Now, I would like to ask questions about availability)*

2.1 Can you tell me about the availability of medicines at the specific [insert facility level] health facility closest to you?

Probe:

* Is this the facility where you first looked for medicines?
* Are most medicines available?
* Tell me about which medicines are often in stock, and which medicines are often not often in stock.

2.2 What do you do when products are not in stock?

Probe:

* How do you find out where medicines are available?
* Do you travel long distances [e.g. to the capital] to get the medicines you need?
* Do staff tell you where else you can get the medicines? Where do they suggest you should go, and why? What are the advantages and disadvantages of going to this other place?
* Do health providers ever change the prescription or offer a different medicine that is in stock? Can you give me an example of this? Tell me more about what happened. What are the advantages and disadvantages of changing the medicine because the one you needed was not in stock?
* Sometimes health providers will purchase medicines themselves, then sell them to patients if there is a stockout at the facility. Does this sort of thing sometimes happen in the public health facility near you? What is your opinion about this? What do you think are the advantages and disadvantages?

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

* Does the situation concern you at all? How serious is this concern?
* Are you able to express these concerns to senior authorities at the health facility? Tell me more
* Do you have any suggestions on steps that can be taken to make medicines for conditions like yours more available?
* In which way have the recent strikes of health workers affected the supply of medicines?

2.4 Tell me how availability of medicines for your condition has changed since our last interview in 2016.

Probe:

* Are the medicines for your condition more available at the health facility nearest to you? Can you give me an example?
* How did you know of their availability?
* Have you changed the facility where you get your medicines over the last six months? Why/Why not?

**Theme 3. Affordability**

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

3.1 Tell me about affordability of medicines for patients like you?

Probes:

* How do you find out the prices of medicines?
* Tell me ways in which you know if these prices are the true prices?
* How do you find out where prices of medicines for your condition […] are low?
* In recent months do you know if cheaper medicines are available at your nearest health facility? Tell me more, how did you know about these cheaper medicines, where do they come from?

3.2 Do prices for medicines vary at different types of health facilities?

Probes:

* Can you give me examples?
* In your opinion, why are prices different?

3.3 Was there ever a time when you couldn’t afford to pay? What did you do?

Probe:

* 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 How does having a chronic illness affect your household expenditures?

Probe:

* Ask about other spending, not just on medicines (travel, companion’s travel, etc.)

3.6 Tell me about how affordability of medicines has changed over time.

Probe:

* Were there times when medicines used to be more affordable than they are now? Can you give me an example? Why do you think it has changed?
* Were there times when medicines used to be less affordable than they are now? Can you give me an example? Why do you think it has changed?

**Theme 4: Private Pharmacists/** **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. Please tell me about the private pharmacies/drug sellers where you go to get your medicines for your […] NCD

**Probes:**

* What are the options of pharmacists, drug sellers that you have in this area to buy medicines for your […] NCD
* Do you have specific pharmacies/drug sellers that you prefer? Explain what you prefer about them
* Can you describe the relationship between you and the pharmacist/drug seller? 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
	1. Tell me more on the process of how/why you chose a particular pharmacy/drug seller for your medicines**?**

**Probes:**

* What do you consider, when choosing a pharmacy/drug seller: prices, distance, interactions with the pharmacist on your condition? Explain each of these
* What are the challenges you have experienced in choosing a pharmacy/drug seller?
* Are there occasions when you have to travel far from your area or send for medicines from another city? explain
	1. Can you tell me about the kind of relationship/interaction you have with the private pharmacy/drug seller?

**Probes:**

* How do they talk to you when you go to buy medicines? Do they greet you? Are they polite, rude, give information about your medicine? Do they have time to talk with you?
* What do you think about the care you receive from the private pharmacist/drug seller? Explain
* Is there anything more the private pharmacist/drug seller could do to make you satisfied with the care? Explain

4.4. When you go to buy your medicines, what information does the pharmacist/drug seller give you about your medicines and your NCD?

* Is there any specific information you wish to be given when you buy your medicines? (taking medicines, side effects and general information about your NCD and lifestyle)

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

Probes:

* What is your opinion about measuring the […..]
* Where do you get your […] monitored?
* Do you trust the measurements of […] from the pharmacies/drug seller’s store? Explain

**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 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.**

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