**Instrument ID: F-KI-ENDLINE**

Novartis Access Program ENDLINE Evaluation

Facility Key Informant Instrument

Target Audience:

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 end-line data on a new initiative that is ongoing to improve access to medicines. This is a follow up to the midline interviews we conducted in February 2018. 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. We are especially interested on anything that has changed in the past one year. 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*.

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

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

**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 since our last interview in 2018. How has it changed?

Probes:

* Tell me about which type/class of medicines are often in stock, and which are often out of stock.
	1. Tell me how availability of NCD medicines at this facility (example, antihypertensive, anti-diabetic, asthma treatment and breast cancer) has changed during the last one year.

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 Since our last interview in 2018, have you received any Novartis Access medicines? Where do you get them from?

Probe:

* When did they begin to arrive?
* How do you inform the patients about their availability?
* Have they helped to improve availability of NCD medicines?
* Are they easy or hard to obtain for your facility, compared to other types of medicines? Explain.

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

Probe:

* During the past year, have you or other staff told the patients where else they can get the medicines? Are there specific pharmacies/drug stores where you suggest for the patients to go? Why?
* 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?
* How are health staff at government facilities held accountable by patients on availability of medicines? For instance, by complaining to officials or uniting as a patient group. Please explain.

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

Probe:

* Who makes the orders for medicines? Has this changed during the last year? Are there any differences in how NCD medicines are ordered? Please explain.
* 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)? Has this changed in the past year?
* What are some of the medicine supply challenges that you experience in this county?
	1. Our study so far has revealed that NCD medicines are less available in health facilities than medicines for acute conditions. In your opinion, why do you think availability of NCD medicines is low? What are the major factors contributing to the low availability especially in the public sector?

**Theme 2. Affordability**

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

Probe

* + - Who decides which patients have to pay for medicines
		- Who decides how much patients 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?
		- Are there any special considerations? (e.g elderly, pregnant women, etc.)

2.2 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 dispense 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?
* Has any of this changed in the past year?

2.3 How are the prices for medicines set at this facility?

2.4. If you have Novartis Access medicines at this health facility, how do their sale prices compare to other equivalent medicines?

**Theme 2A. Health Systems**

1. How do you use the National Essential Medicines List in delivering care in your facility?
2. How does your facility use the Standard Treatment Guidelines in delivering care?
3. The Standard Treatment Guidelines differ from the National Essential Medicines List in terms of the medicines they include. More specifically for NCD medicines, the STGs have far more medicines than the EML. How does this difference affect the delivery of care to NCD patients in your facility?

Probes:

* How does the difference affect the selection and purchasing of medicines that you stock in your facility?

**Theme 2B: Health Insurance**

1. What do you know about existing insurance schemes?
2. What types of insurance does your facility accept for NCD medicines?

Probes:

Which insurance schemes do your patients most commonly have? (For example: Edu-afia, civil servants, Linda mama)?

Please tell us about any other methods that patients use to get NCD medicines (For example, MTIBA (health savings account))

1. Please describe the process that a patient follows when using their insurance to obtain NCD medicines in your facility?

Probes:

Can you tell us what happens step by step?

How do you confirm patient’s eligibility to receive medicines using insurance?

Do you ask them for their card?

Do they have to show you pre-authorization of their insurance card from another office in the facility? How long does it take the patients to get pre-authorization? How does this process affect patients who need NCD medicines?

If they are found not to be eligible to receive medicines what do they do?

1. If a patient has more than one insurance coverage, e.g. NHIF, Private insurance and County Government Insurance, how does your facility decide which insurance provider to use/bill, and what factors affect this decision?

**Theme 3: Provider education**

3.1 In the past year, where did 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 4 below) should only be administered to the private pharmacist/drug seller\*\***

**Theme 4: Private Pharmacist (drug seller)**

4.1 I would like to ask about the relationships you have with patients who buy medicines from you.

Probes:

* Are you the first point of care for NCD patients? Explain
* How have you maintained your relationship with these patients in the last year (since our last interview in 2018)
* Tell me about your relationship with the poorest patients who come to buy medicines for chronic non-communicable diseases. How has this developed over the past year? What do you do with those who cannot afford medicines? In the past year have you developed any payment arrangements with them?
	1. During the past year (since our last interview in 2018), have you received any preparation to serve the poorest NCD patients who buy medicines from you?

Probes:

* Tell me more about the type of support you may have received to help you serve the poorest NCD patients? Is there a specific type of training you need to better help you serve your patients? Describe the training. Who provided the support?
* During the past year, how have you received information on non-communicable diseases? Explain from whom and how
	1. Since our last interview in 2018, have you taken the time to teach your patients? Explain
* For instance, about disease management, lifestyle changes, medicines adherence.
* 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
	1. In the last one year, have you monitored an NCD patient’s [blood pressure/weight/blood sugar]?

Probes:

* Did you know how to measure blood pressure/weight/blood sugar?
* What types of support would you need to offer this procedure? Do you have the equipment to measure [….]
* If you offer this service, do you explain the measurements to your patients? Do you check that they understand the information you give them?
	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 information about this 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** \_\_\_\_\_\_\_\_\_\_\_