



## PMA Nigeria Phase 2 Survey Service Delivery Point Questionnaire

001. Select an RE group	<ul> <li>○ Kano - Group 1</li> <li>○ Kano - Group 2</li> <li>○ Kano - Group 3</li> <li>○ Kano - Group 4</li> <li>○ Kano - Group 5</li> <li>○ Kano - Group 6</li> <li>○ Lagos - Group 1</li> <li>○ Lagos - Group 2</li> <li>○ Lagos - Group 3</li> <li>○ Lagos - Group 4</li> <li>○ Lagos - Group 5</li> <li>○ Lagos - Group 6</li> <li>○ Lagos - Group 7</li> <li>○ Lagos - Group 8</li> <li>○ Lagos - Group 9</li> </ul>
001a. Your name:	
001b. Enter your name below. Please record your name	
002a. Current date and time.	Day: Month: Year:
Is this date and time correct?	<ul><li>○ Yes</li><li>○ No</li></ul>
002b. Record the correct date and time.	Day: Month: Year:
003a. State	<ul><li>○ KANO</li><li>○ LAGOS</li></ul>
003b. LGA	ODK will populate a list of appropriate LGA based on the selected state.
003c. Locality	ODK will populate a list of appropriate locality based on the selected LGA.





004. Enumeration Area	ODK will populate a list of appropriate EAs based on the selected locality.
005. Are you following up with a facility from the previous phase or did you want to add a new facility?	Follow up facility     New facility
005a. Is this new facility in the same physical location as an old facility from a previous phase?  Select YES if this new facility is in the same premises as a facility from the previous phase.  Select NO if this is a newly constructed facility that is now serving the EA.	○ Yes ○ No
005b. Do you know the name of the old facility that was replaced by this new facility?	○ Yes ○ No
005c. Name of the old facility that was replaced Please select the name of the facility from the previous phase.	
005d. Name of the facility  Please select the name of the facility from the previous phase.	
	Facility summary
Facility name: \${facility_name_auto} Level 1: \${level1} Level 2: \${level2} Level 3: \${level3} EA name: \${EA} Type: \${facility_type_lab} Authority: \${managing_authority_lab}	
005e. Is this the correct facility?	○ Yes ○ No
There is no information for this facility from the previous survey. You will be asked to fill in the name, type and authority next.	
005f. The facility name from the previous phase was \${facility_name_auto}. Do you need to update the name for the current phase?	○ Yes ○ No
005g. Name of the facility	
005h. The facility type from the previous phase was \${facility_type_lab}. Do you need to update this type for the current phase?	○ Yes ○ No
006. Type of facility Please select the type of facility.	<ul> <li>Hospital</li> <li>Health Centre / Clinic / PHC</li> <li>Maternity Clinic</li> <li>Health Post</li> <li>Family Planning Centre</li> <li>Youth Friendly Centre</li> <li>Pharmacy</li> </ul>



	○ Chemist / Patent Medical Store ○ Other
006b. The managing authority from the previous phase was \${managing_authority_lab}. Do you need to update the managing authority for the current phase?	○ Yes ○ No
006c. Managing authority  Please select the managing authority for the facility.	<ul><li>○ Government</li><li>○ NGO</li><li>○ Faith-based organization</li><li>○ Private</li><li>○ Other</li></ul>
006d. Has the facility moved to a new physical location since the last phase?	○ Yes ○ No
006e. Does this facility continue to serve the same EA? If NO, do not interview clients at this facility for client exit interviews.	○ Yes ○ No
007. Facility number Please record the number of the facility from the listing form.	
008. Is a competent respondent present and available to be interviewed today?	○ Yes ○ No
INFORMED CONSENT  Find the competent respondent responsible for patient services (main administrator and family planning in-charge) who is present at the facility. Adminster the consent procedures.	
Hello. My name is and I am working for the Center for Research, Evaluation Resources, and Development. We are conducting a local survey about various health issues. Your facility has been selected to participate. We would very much appreciate your participation in this survey. This information will help us inform the government to better plan health services. Whatever information you provide will be kept strictly confidential and will not be shown to anyone other than members of our survey team.  Participation in this survey is voluntary, and if we should come to any question you don't want to answer, just let me know and I will go on to the next question; or you can stop the interview at any time. However, we hope that you will participate in this survey since your views are important.  I am going to ask you questions about family planning and other services that are being provided in this facility. We would be glad to be directed to any other facility	
staff to answer any questions that you may fill that he/she has more information.  If you have any questions about the study and your right as a research participant, you may ask me now or you may also contact Dr. Musa Sani Zakirai at Center for	





Research, Evaluation Resources and Development in Ileife, Nigeria at +2348094749830. At this time, do you want to ask me anything about the survey? Hello, my name is \_\_\_\_\_. I am one of the interviewers for the PMA/Lagos survey that is supported by the Centre for Research Evaluation Resources and Development. The survey will collect information from selected health facilities. Your facility is one of those selected to participate in the survey. As part of the survey, I would like to ask you some questions about your health facility. There is little or no risk to either you or your facility for participating in this survey. Some of the questions in the survey ask about services your facility offers. There are no consequences for not participating. There are no direct benefits to you for participating in this survey. You will not be paid for being in this survey and you are free to stop the interview at anytime. I want to assure you that all of your answers will be kept strictly confidential. I will not keep a record of your name or address. You have the right to stop the interview at any time, or to skip any questions that you don't want to answer. There are no 'Right' or 'Wrong' answers. Your participation is completely voluntary but your experiences could be very helpful to others. Would it be alright for me to ask you some guestions? The questions should take only about 45 minutes to complete. There are a few things you should know about this survey: 1. You get to decide if you want to be in the survey and whatever you decide is OK. 2. It is also OK to say 'Yes' and change your mind later. You can stop being in the survey at any time. If you want to stop, please tell me and I will not be upset. 3. You can say 'Yes' to the study and as I ask you questions, you can say 'No' to any question that you do not want to answer. 4. Your answers will be kept strictly confidential. That means that your answers will just be between you and me and will never be connected to your name or any other personal information. 5. Sometimes you might not know the answer to a question or might not want to answer a question. I would rather you say you don't know or that you don't want to answer a question than tell me a story that isn't true. You can also direct me to someone else in the facility that may know the answer. 6. We will document your address so we can visit your facility at least one time a year for the 4 year duration of this study. Do you have any questions? For any further concerns about your rights in this survey or the procedures you may contact Dr. Funmilola OlaOlorun at 08131733297 who is prepared to address





your concerns. Please feel free to write down this information for future reference.	
010a. May I begin the interview now?	○ Yes ○ No
010b. Respondent's signature  Please ask the respondent to sign or check the box in agreement of their participation.	
Checkbox	0
WARNING: The respondent has not signed or checked the box, despite agreeing to be interviewed in the previous question. To conduct the survey, the respondent must sign or touch the checkbox.  You may go back to obtain a signature or check the box or you should go back to the previous question to indicate the respondent does not want to be interviewed.	
010. Interviewer's name: \${your_name} Mark your name as a witness to the consent process.	0
010. Interviewer's name Please record your name as a witness to the consent process. You previously entered "\${name_typed}."	
011. What is your position in this facility? Select the highest managerial qualification of the respondent.	<ul><li>Owner</li><li>In-charge / manager</li><li>Staff</li><li>No response</li></ul>
Section 1 – Information Ab  Now I would like to ask about the services	
101. Now I have some questions about staffing for this facility. For the following questions, please tell me how many staff with this qualification are currently assigned to this facility and provide family planning services.  Finally, tell me the total number present at any time today. We want to know the highest technical qualification that any staff may hold regardless of the person's actual assignment or specialist studies.  Enter -88 for do not know and -99 for no response. 0 is a possible answer.	
	101. Enter -88 for do not know,-99 for no response. 0 is a possible answer.
101. Total number FP: doctors	
101b. Present today FP: doctors	



	101. Enter -88 for do not know,-99 for no response. 0 is a possible answer.
101. Total number FP: nurses / midwives / CHOs	
101b. Present today FP: nurses / midwives / CHOs	
	101. Enter -88 for do not know,-99 for no response. 0 is a possible answer.
101. Total number FP: SCHEWs	
101b. Present today FP: SCHEWs	
	101. Enter -88 for do not know,-99 for no response. 0 is a possible answer.
101. Total number FP: JCHEWs	
101b. Present today FP: JCHEWs	
	101. Enter -88 for do not know,-99 for no response. 0 is a possible answer.
101. Total number FP: Nurse Aides / Clinical Assistants	
101b. Present today FP: Nurse Aides / Clinical Assistants	
	101. Enter -88 for do not know, -99 for no response. 0 is a possible answer.
101. Total number FP: pharmacists	
101b. Present today FP: pharmacists	
	101. Enter -88 for do not know,-99 for no response. 0 is a possible answer.
101. Total number FP: Pharmacy/Laboratory Technicians	
101b. Present today FP: Pharmacy/Laboratory Technicians	
	101. Enter -88 for do not know,-99 for no response. 0 is a possible answer.
101. Total number FP: other medical staff	
101b. Present today FP: other medical staff	
<u>L</u>	





102. Does this facility have electricity at this time? Select for running electricity only.	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>	
103. At any point today, has the electricity been out for two or more hours?	<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>	
104. Does this facility have running water at this time? Select for running water only.	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>	
105. At any point today, has running water been unavailable for two or more hours?	<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>	
106. How many handwashing facilities are available on site for staff to use? <i>Enter -88 for do not know, -99 for no response</i> .		
107. May I see a nearby handwashing facility that is used by staff?  Handwashing facility must be accessible to most health workers in the facility.  At the handwashing facility, OBSERVE: (select all that apply)	☐ Soap is present ☐ Stored water is present ☐ Running water is present ☐ Handwashing area is near a sanitation facility ☐ None of the above ☐ Did not see the facility.	
Section 2 – Family Planning Services  Now I would like to ask about family planning services provided at this facility. If there is another provider who would be better able to answer my questions on family planning services in this facility, I would appreciate if you could refer me to the appropriate person.		
201. Do you usually offer family planning services / products?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>	
202. How many days in a week are family planning services / products offered / sold here?  Enter a number between 0 and 7. Enter 0 for less than 1 day per week. Enter -88 for do not know, -99 for no response.		
203. Does this facility provide family planning supervision, support, or supplies to community health volunteers?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>	
204. How many community health volunteers are supported by this facility to provide family planning services?		





Record only who receive supervision, support, or supplies for family planning. If were recorded as employees in 101, please do not include them here as well. Enter -88 for do not know, -99 for no response.		
205. Do the community health volunteers provide any of the following contraceptives:	☐ Condoms ☐ Pills ☐ Injectables ☐ None of the above ☐ No response	
206. How many times in the last 12 months has a mobile outreach team visited your facility to deliver supplementary/additional family planning services?  Enter -88 for do not know, -99 for no response. 0 is a possible answer.		
207. Which of the following family planning services do you offer to unmarried adolescents age 10-19? Read all options and select all that apply.	☐ Counsel for continuethods ☐ Provide contrace ☐ Prescribe / refer to methods ☐ None of the above ☐ No response	eptive methods for contraceptive
Section 3: Provision of Family P	Planning Metho	ods
401. Which of the following methods are provided to clients at this facility? Read all options out loud.	☐ Female sterilization ☐ Male sterilization ☐ Implant ☐ IUD ☐ Injectables - Depo Provera ☐ Injectables - Sayana Press ☐ Pill ☐ Emergency contraception ☐ Male condom ☐ Female condom ☐ Diaphragm ☐ Foam / jelly ☐ Standard days / cycle beads ☐ None of the above ☐ No response	
402. Are clients charged for obtaining any of the following methods at this facility?  Read all options out loud.		
Female sterilization	Yes	No (



Male sterilization	0	0
Implant	$\circ$	$\bigcirc$
IUD	$\circ$	$\bigcirc$
Injectables - Depo Provera	$\circ$	$\circ$
Injectables - Sayana Press	$\circ$	$\bigcirc$
Pill	$\circ$	$\circ$
Emergency contraception	$\circ$	$\circ$
Male condom	$\circ$	$\bigcirc$
Female condom	$\circ$	$\bigcirc$
Diaphragm	$\circ$	$\bigcirc$
Foam / jelly	$\circ$	$\bigcirc$
Standard days / cycle beads	$\circ$	$\circ$
Did the respondent answer the questions or give no response?	<ul><li>Respondent ans</li><li>No response</li></ul>	wered
403. How much do you charge for one unit of each method that you provide?  Enter all prices in Naira  Enter -88 for do not know, -99 for no response.		
method that you provide?  Enter all prices in Naira		
method that you provide?  Enter all prices in Naira  Enter -88 for do not know, -99 for no response.		
method that you provide?  Enter all prices in Naira  Enter -88 for do not know, -99 for no response.  Female sterilization (full cost of procedure)		
method that you provide?  Enter all prices in Naira  Enter -88 for do not know, -99 for no response.  Female sterilization (full cost of procedure)  Male sterilization (full cost of procedure)		
method that you provide?  Enter all prices in Naira Enter -88 for do not know, -99 for no response.  Female sterilization (full cost of procedure)  Male sterilization (full cost of procedure)  Implants (full cost of the implant and insertion)		
method that you provide?  Enter all prices in Naira Enter -88 for do not know, -99 for no response.  Female sterilization (full cost of procedure)  Male sterilization (full cost of procedure)  Implants (full cost of the implant and insertion)  IUD (full cost of the IUD and insertion)		
method that you provide?  Enter all prices in Naira Enter -88 for do not know, -99 for no response.  Female sterilization (full cost of procedure)  Male sterilization (full cost of procedure)  Implants (full cost of the implant and insertion)  IUD (full cost of the IUD and insertion)  One shot of 3-month injectable (Depo Provera)		
method that you provide?  Enter all prices in Naira Enter -88 for do not know, -99 for no response.  Female sterilization (full cost of procedure)  Male sterilization (full cost of procedure)  Implants (full cost of the implant and insertion)  IUD (full cost of the IUD and insertion)  One shot of 3-month injectable (Depo Provera)  One shot of 3-month injectable (Sayana Press)		
method that you provide?  Enter all prices in Naira  Enter -88 for do not know, -99 for no response.  Female sterilization (full cost of procedure)  Male sterilization (full cost of procedure)  Implants (full cost of the implant and insertion)  IUD (full cost of the IUD and insertion)  One shot of 3-month injectable (Depo Provera)  One shot of 3-month injectable (Sayana Press)  One month supply of pills		
method that you provide?  Enter all prices in Naira Enter -88 for do not know, -99 for no response.  Female sterilization (full cost of procedure)  Male sterilization (full cost of procedure)  Implants (full cost of the implant and insertion)  IUD (full cost of the IUD and insertion)  One shot of 3-month injectable (Depo Provera)  One shot of 3-month injectable (Sayana Press)  One month supply of pills  A single dose of emergency contraception		
method that you provide?  Enter all prices in Naira Enter -88 for do not know, -99 for no response.  Female sterilization (full cost of procedure)  Male sterilization (full cost of procedure)  Implants (full cost of the implant and insertion)  IUD (full cost of the IUD and insertion)  One shot of 3-month injectable (Depo Provera)  One shot of 3-month injectable (Sayana Press)  One month supply of pills  A single dose of emergency contraception  One male condom		
method that you provide?  Enter all prices in Naira Enter -88 for do not know, -99 for no response.  Female sterilization (full cost of procedure)  Male sterilization (full cost of procedure)  Implants (full cost of the implant and insertion)  IUD (full cost of the IUD and insertion)  One shot of 3-month injectable (Depo Provera)  One shot of 3-month injectable (Sayana Press)  One month supply of pills  A single dose of emergency contraception  One male condom  One female condom		





404. Do family planning clients need to pay any fees in order to be seen by a provider in this facility even if they do not obtain a method of contraception?  These may be consultation or registration fees charged to everyone who is seen in this facility or may be specific to family planning clients.	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
405. On days when you offer family planning services, does this facility have trained personnel able to insert implants?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
406. On days when you offer family planning services, does this facility have trained personnel able to remove implants?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
407. On days when you offer family planning services, does this facility have trained personnel able to insert IUDs?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
408. On days when you offer family planning services, does this facility have trained personnel able to remove IUDs?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
409. Does this facility have the following supplies needed to insert and/or remove implants: Read out all supplies and select all that apply. Supplies do not need to be observed, but must be available on the day of the interview.	<ul> <li>□ Clean Gloves</li> <li>□ Antiseptic</li> <li>□ Sterile Gauze Pad or Cotton Wool</li> <li>□ Local Anesthetic</li> <li>□ Sealed Implant Pack</li> <li>□ Surgical Blade</li> <li>□ Mosquito forceps (straight or curved)</li> <li>□ None of the above</li> <li>□ No response</li> </ul>
410. If a woman came in today needing an implant inserted, could that service be provided to her today onsite?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
411. If a woman came today needing her implant removed, could that service be provided to her today onsite?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
412. If a woman comes to your facility today needing her implant removed, but it is deeply placed, could that service be provided to her today onsite?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
413. Would someone at this facility know where to send her to have the implant removed?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
414. Does this facility have the following supplies needed to insert and/or remove IUDs:	☐ Exam gloves ☐ Antiseptic (povidone iodine) ☐ Drapes





Read out all supplies and select all that apply. Supplies do not need to be observed, but must be available on the day of the interview.	<ul> <li>□ Scissors</li> <li>□ Sponge-holding forceps</li> <li>□ Speculums (large and medium)</li> <li>□ Tenaculum</li> <li>□ Uterine Sound</li> <li>□ None of the above</li> <li>□ No response</li> </ul>
IN_1. Does this facility offer self-injection training for DMPA-SC (Sayana Press)?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
IN_2. Which of the following does the self-injection training include? Select all that apply	<ul> <li>□ Where the client should store the injection material until she uses it</li> <li>□ An instruction sheet for the client to take home to remind her of steps for self-injection</li> <li>□ A reinjection calendar (e.g., information on when and how to remember her next injection date) for the client to take home</li> <li>□ Counseling on follow-up options</li> <li>□ What the client should do with the syringe after the injection</li> <li>□ The ways that partners could potentially interfere with self-injection</li> <li>□ Instruction for the client not to share her self-injection supplies</li> <li>□ What the client should do if problems occur with self-injection</li> <li>□ None of the above</li> <li>□ No response</li> </ul>
IN_3. Have any women been trained at this facility to inject themselves in the last 4 weeks?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
IN_4. In the last 4 weeks, about how many women self injected or took units home for self-injection?	<ul> <li>○ 0-4</li> <li>○ 5-9</li> <li>○ 10-19</li> <li>○ 20-29</li> <li>○ 30 or more</li> <li>○ No response</li> </ul>
415a. May I see your family planning register from the last completed month? From family planning register, record: (1) The total number of family planning visits (new and continuing) in the last completed month, for each method. (2) The number of new clients who received family planning services in the last completed month, for each method.	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>



	Enter for past completed month. Enter -88 for do not know, enter -99 for no response.
415a. Total number of visits: Female Sterilization	
	Enter for past completed month. Enter -88 for do not know, enter -99 for no response.
415a. Total number of visits: Male Sterilization	
	Enter for past completed month. Enter -88 for do not know, enter -99 for no response.
415a. Total number of visits: Implants	
415a. Number of new clients: Implants	
	Enter for past completed month. Enter -88 for do not know, enter -99 for no response.
415a. Total number of visits: IUD	
415a. Number of new clients: IUD	
	Enter for past completed month. Enter -88 for do not know, enter -99 for no response.
415a. Total number of visits: Injectables - Depo Provera	
415a. Number of new clients: Injectables - Depo Provera	
III.	
	Enter for past completed month. Enter -88 for do not know, enter -99 for no response.
415a. Total number of visits: Injectables - Sayana Press	Enter -88 for do not know, enter -99
415a. Total number of visits: Injectables - Sayana Press 415a. Number of new clients: Injectables - Sayana Press	Enter -88 for do not know, enter -99
	Enter -88 for do not know, enter -99
	Enter -88 for do not know, enter -99 for no response.  Enter for past completed month. Enter -88 for do not know, enter -99
415a. Number of new clients: Injectables - Sayana Press	Enter -88 for do not know, enter -99 for no response.  Enter for past completed month. Enter -88 for do not know, enter -99
415a. Number of new clients: Injectables - Sayana Press 415a. Total number of visits: Pill	Enter -88 for do not know, enter -99 for no response.  Enter for past completed month. Enter -88 for do not know, enter -99
415a. Number of new clients: Injectables - Sayana Press 415a. Total number of visits: Pill	Enter -88 for do not know, enter -99 for no response.  Enter for past completed month. Enter -88 for do not know, enter -99 for no response.  Enter for past completed month. Enter -88 for do not know, enter -99



415a. Number of new clients: Emergency contraception	
	Enter for past completed month. Enter -88 for do not know, enter -99 for no response.
415a. Total number of visits: Male condom	
415a. Number of new clients: Male condom	
	Enter for past completed month. Enter -88 for do not know, enter -99 for no response.
415a. Total number of visits: Female condom	
415a. Number of new clients: Female condom	
	Enter for past completed month. Enter -88 for do not know, enter -99 for no response.
415a. Total number of visits: Diaphragm	
415a. Number of new clients: Diaphragm	
	Enter for past completed month. Enter -88 for do not know, enter -99 for no response.
415a. Total number of visits: Foam / jelly	
415a. Number of new clients: Foam / jelly	
	Enter for past completed month. Enter -88 for do not know, enter -99 for no response.
415a. Total number of visits: Standard days / cycle beads	
415a. Number of new clients: Standard days / cycle beads	
415b. May I see your family planning record book from the last completed month?  From family planning record book, record the total number of family planning products sold in the last completed month, for each method.  Enter -88 for do not know. Enter -99 for no response.  Number of units sold or provided: Implants  Number of units sold or provided: IUD	
Number of units sold or provided: Injectables - Depo Provera	



Number of units sold or provided: Injectables - Sayana Press	
Number of units sold or provided: Pill	
Number of units sold or provided: Emergency contraception	
Number of units sold or provided: Male condom	
Number of units sold or provided: Female condom	
Number of units sold or provided: Diaphragm	
Number of units sold or provided: Foam / jelly	
Number of units sold or provided: Standard days / cycle beads	
NOTE: Questions 417a-e will repeat for each of the methods provided at this SDP. Methods selected in 401: \${methods_selected}	
417a. You mentioned that you typically provide Implants at this facility, can you show them to me?  If no, probe: Is the implant out of stock today?	<ul><li>In-stock and observed</li><li>In-stock but not observed</li><li>Out of stock</li><li>No response</li></ul>
417b. How many days have Implants been out of stock?  Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.	
417c. Have Implants been out of stock at any time in the last 3 months?	<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>
417d. Why is this facility out of stock for Implants? PROBE IF MULTIPLE REASONS GIVEN: What was the main reason?	<ul> <li>○ Did not place order for shipment</li> <li>○ Ordered but did not receive shipment</li> <li>○ Did not order right quantities</li> <li>○ Ordered but did not receive right quantities</li> <li>○ Unexpected increase in consumption</li> <li>○ Stock-out due to COVID-19 disruption</li> <li>○ Other</li> <li>○ Don't know</li> <li>○ No response</li> </ul>
417e. When do you expect to receive your next shipment of Implants?	○ X weeks ○ X months





	<ul><li>○ Do not know</li><li>○ No response</li></ul>
417e. Enter a value for \${ship_implants_lab}:	
417a. You mentioned that you typically provide IUDs at this facility, can you show them to me? If no, probe: Is the IUDs out of stock today?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>
417b. How many days have IUDs been out of stock?  Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.	
417c. Have IUDs been out of stock at any time in the last 3 months?	<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>
417d. Why is this facility out of stock for IUD? PROBE IF MULTIPLE REASONS GIVEN: What was the main reason?	<ul> <li>○ Did not place order for shipment</li> <li>○ Ordered but did not receive shipment</li> <li>○ Did not order right quantities</li> <li>○ Ordered but did not receive right quantities</li> <li>○ Unexpected increase in consumption</li> <li>○ Stock-out due to COVID-19 disruption</li> <li>○ Other</li> <li>○ Don't know</li> <li>○ No response</li> </ul>
417e. When do you expect to receive your next shipment of IUDs?	<ul><li>○ X weeks</li><li>○ X months</li><li>○ Do not know</li><li>○ No response</li></ul>
417e. Enter a value for \${ship_IUD_lab}:	
417a. You mentioned that you typically provide Injectables Sayana Press at this facility, can you show them to me? If no, probe: Is the Injectables Sayana Press out of stock today?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>
417b. How many days have Injectables Sayana Press been out of stock? Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.	
417c. Have Injectables Sayana Press been out of stock at any time in the last 3 months?	○ Yes ○ No



	O Do not know No response
417d. Why is this facility out of stock for Injectables Sayana Press? PROBE IF MULTIPLE REASONS GIVEN: What was the main reason?	<ul> <li>Did not place order for shipment</li> <li>Ordered but did not receive shipment</li> <li>Did not order right quantities</li> <li>Ordered but did not receive right quantities</li> <li>Unexpected increase in consumption</li> <li>Stock-out due to COVID-19 disruption</li> <li>Other</li> <li>Don't know</li> <li>No response</li> </ul>
417e. When do you expect to receive your next shipment of Injectables Sayana Press?	<ul><li>○ X weeks</li><li>○ X months</li><li>○ Do not know</li><li>○ No response</li></ul>
417e. Enter a value for \${ship_sp_lab}:	
417a. You mentioned that you typically provide Injectables Depo Provera at this facility, can you show them to me? If no, probe: Is the Injectables Depo Provera out of stock today?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>
417b. How many days have Injectables Depo Provera been out of stock? Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.	
417c. Have Injectables Depo Provera been out of stock at any time in the last 3 months?	<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>
417d. Why is this facility out of stock for Injectables Depo Provera? PROBE IF MULTIPLE REASONS GIVEN: What was the main reason?	<ul> <li>Did not place order for shipment</li> <li>Ordered but did not receive shipment</li> <li>Did not order right quantities</li> <li>Ordered but did not receive right quantities</li> <li>Unexpected increase in consumption</li> <li>Stock-out due to COVID-19 disruption</li> <li>Other</li> <li>Don't know</li> <li>No response</li> </ul>





417e. When do you expect to receive your next shipment of Injectables Depo Provera?	<ul><li>X weeks</li><li>X months</li><li>Do not know</li><li>No response</li></ul>
417e. Enter a value for \${ship_dp_lab}:	
417a. You mentioned that you typically provide Pills at this facility, can you show it to me? If no, probe: Is the Pillsout of stock today?	<ul><li>In-stock and observed</li><li>In-stock but not observed</li><li>Out of stock</li><li>No response</li></ul>
417b. How many days have Pills been out of stock?  Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.	
417c. Have Pills been out of stock at any time in the last 3 months?	<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>
417d. Why is this facility out of stock for Pills? PROBE IF MULTIPLE REASONS GIVEN: What was the main reason?	<ul> <li>○ Did not place order for shipment</li> <li>○ Ordered but did not receive shipment</li> <li>○ Did not order right quantities</li> <li>○ Ordered but did not receive right quantities</li> <li>○ Unexpected increase in consumption</li> <li>○ Stock-out due to COVID-19 disruption</li> <li>○ Other</li> <li>○ Don't know</li> <li>○ No response</li> </ul>
417e. When do you expect to receive your next shipment of Pills?	<ul><li>○ X weeks</li><li>○ X months</li><li>○ Do not know</li><li>○ No response</li></ul>
417e. Enter a value for \${ship_pills_lab}:	
417a. You mentioned that you typically provide Emergency Contraception at this facility, can you show it to me? If no, probe: Is the Emergency Contraception out of stock today?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>
417b. How many days has Emergency Contraception been out of stock? Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.	



417c. Has Emergency Contraception been out of stock at any time in the last 3 months?	<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>
417d. Why is this facility out of stock for Emergency Contraception? PROBE IF MULTIPLE REASONS GIVEN: What was the main reason?	<ul> <li>○ Did not place order for shipment</li> <li>○ Ordered but did not receive shipment</li> <li>○ Did not order right quantities</li> <li>○ Ordered but did not receive right quantities</li> <li>○ Unexpected increase in consumption</li> <li>○ Stock-out due to COVID-19 disruption</li> <li>○ Other</li> <li>○ Don't know</li> <li>○ No response</li> </ul>
417e. When do you expect to receive your next shipment of Emergency Contraception?	<ul><li>○ X weeks</li><li>○ X months</li><li>○ Do not know</li><li>○ No response</li></ul>
417e. Enter a value for \${ship_ec_lab}:	
417a. You mentioned that you typically provide Male condoms at this facility, can you show it to me? If no, probe: Is the Male condoms out of stock today?	<ul><li>In-stock and observed</li><li>In-stock but not observed</li><li>Out of stock</li><li>No response</li></ul>
417b. How many days have Male condoms been out of stock?  Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.	
417c. Have Male condoms been out of stock at any time in the last 3 months?	<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>
417d. Why is this facility out of stock for Male condoms? PROBE IF MULTIPLE REASONS GIVEN: What was the main reason?	<ul> <li>○ Did not place order for shipment</li> <li>○ Ordered but did not receive shipment</li> <li>○ Did not order right quantities</li> <li>○ Ordered but did not receive right quantities</li> <li>○ Unexpected increase in consumption</li> <li>○ Stock-out due to COVID-19 disruption</li> <li>○ Other</li> </ul>



	<ul><li>○ Don't know</li><li>○ No response</li></ul>
417e. When do you expect to receive your next shipment of Male condoms?	<ul><li>X weeks</li><li>X months</li><li>Do not know</li><li>No response</li></ul>
417e. Enter a value for \${ship_male_condoms_lab}:	
417a. You mentioned that you typically provide Female condoms at this facility, can you show it to me? If no, probe: Is the Female condoms out of stock today?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>
417b. How many days have Female condoms been out of stock? Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.	
417c. Have Female condoms been out of stock at any time in the last 3 months?	<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>
417d. Why is this facility out of stock for Female condoms? PROBE IF MULTIPLE REASONS GIVEN: What was the main reason?	<ul> <li>○ Did not place order for shipment</li> <li>○ Ordered but did not receive shipment</li> <li>○ Did not order right quantities</li> <li>○ Ordered but did not receive right quantities</li> <li>○ Unexpected increase in consumption</li> <li>○ Stock-out due to COVID-19 disruption</li> <li>○ Other</li> <li>○ Don't know</li> <li>○ No response</li> </ul>
417e. When do you expect to receive your next shipment of Female condoms?	<ul><li>○ X weeks</li><li>○ X months</li><li>○ Do not know</li><li>○ No response</li></ul>
417e. Enter a value for \${ship_female_condoms_lab}:	
417a. You mentioned that you typically provide Diaphragms at this facility, can you show it to me? If no, probe: Is the Diaphragms out of stock today?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>
417b. How many days have Diaphragms been out of stock?	





Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.	
417c. Have Diaphragms been out of stock at any time in the last 3 months?	<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>
417d. Why is this facility out of stock for Diaphragms? PROBE IF MULTIPLE REASONS GIVEN: What was the main reason?	<ul> <li>○ Did not place order for shipment</li> <li>○ Ordered but did not receive shipment</li> <li>○ Did not order right quantities</li> <li>○ Ordered but did not receive right quantities</li> <li>○ Unexpected increase in consumption</li> <li>○ Stock-out due to COVID-19 disruption</li> <li>○ Other</li> <li>○ Don't know</li> <li>○ No response</li> </ul>
417e. When do you expect to receive your next shipment of Diaphragms?	<ul><li>○ X weeks</li><li>○ X months</li><li>○ Do not know</li><li>○ No response</li></ul>
417e. Enter a value for \${ship_diaphragm_lab}:	
417a. You mentioned that you typically provide Foam/Jelly at this facility, can you show it to me? If no, probe: Is the Foam/Jelly out of stock today?	<ul><li>In-stock and observed</li><li>In-stock but not observed</li><li>Out of stock</li><li>No response</li></ul>
417b. How many days has Foam/Jelly been out of stock?  Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.	
417c. Has Foam/Jelly been out of stock at any time in the last 3 months?	<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>
417d. Why is this facility out of stock for Foam/Jelly? PROBE IF MULTIPLE REASONS GIVEN: What was the main reason?	<ul> <li>Did not place order for shipment</li> <li>Ordered but did not receive shipment</li> <li>Did not order right quantities</li> <li>Ordered but did not receive right quantities</li> <li>Unexpected increase in consumption</li> <li>Stock-out due to COVID-19 disruption</li> </ul>



	<ul><li>Other</li><li>Don't know</li><li>No response</li></ul>
417e. When do you expect to receive your next shipment of Foam/Jelly?	<ul><li>○ X weeks</li><li>○ X months</li><li>○ Do not know</li><li>○ No response</li></ul>
417e. Enter a value for \${ship_foam_lab}:	
417a. You mentioned that you typically provide Standard Days/Cycle Beads at this facility, can you show them to me? If no, probe: Is the Standard Days/Cycle Beads out of stock today?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>
417b. How many days have Standard Days/Cycle Beads been out of stock? Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.	
417c. Have Standard Days/Cycle Beads been out of stock at any time in the last 3 months?	<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>
417d. Why is this facility out of stock for Standard Days/Cycle Beads ? PROBE IF MULTIPLE REASONS GIVEN: What was the main reason?	<ul> <li>○ Did not place order for shipment</li> <li>○ Ordered but did not receive shipment</li> <li>○ Did not order right quantities</li> <li>○ Ordered but did not receive right quantities</li> <li>○ Unexpected increase in consumption</li> <li>○ Stock-out due to COVID-19 disruption</li> <li>○ Other</li> <li>○ Don't know</li> <li>○ No response</li> </ul>
417e. When do you expect to receive your next shipment of Standard Days/Cycle Beads?	<ul><li>○ X weeks</li><li>○ X months</li><li>○ Do not know</li><li>○ No response</li></ul>
417e. Enter a value for \${ship_beads_lab}:	
418. Is Miso-fem (misoprostol) available in the facility for management of postpartum hemorrhage or other gynecologic issues?	<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>





419. Can you show it to me? If no, probe: Is it out of stock today?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>	
420. Is Mifepak (misoprostol & mifepristone) available in the facility for management of postpartum hemorrhage or other gynecologic issues?	<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>	
421. Can you show it to me? If no, probe: Is it out of stock today?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>	
Section 4: Family Planning Service Integration		
501. Which of the following services are provided at this facility? Read all options and select all that apply.	☐ Antenatal ☐ Delivery ☐ Postnatal ☐ Post-abortion ☐ None of the above ☐ No response	
502. Which of the following is discussed with the mother during an antenatal care visit? Read all options and select all that apply. If your respondent is not involved in antenatal care, ask if they can refer you to someone at the facility who provides these services.	☐ Return to fertility ☐ Healthy timing and spacing of pregnancies ☐ Immediate and exclusive breastfeeding ☐ Family planning methods available to use while breastfeeding ☐ Lactational Amenorrhea Method and transition to other methods ☐ Long-acting method options ☐ None of the above ☐ No response	
503. Which of the following is discussed with the mother after delivery and before discharge from the facility? Read all options and select all that apply. If your respondent is not involved in delivery or postnatal care, ask if they can refer you to someone at the facility who provides these services.	☐ Return to fertility ☐ Healthy timing and spacing of pregnancies ☐ Immediate and exclusive breastfeeding ☐ Family planning methods available to use while breastfeeding ☐ Lactational Amenorrhea Method and transition to other methods ☐ Long-acting method options ☐ None of the above ☐ No response	





504. Is the woman offered a method of family planning after delivery and before discharge from the facility?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
505. Which of the following is discussed with the mother during a postnatal care visit? Read all options and select all that apply. If your respondent is not involved in delivery or postnatal care, ask if they can refer you to someone at the facility who provides these services.	□ Return to fertility □ Healthy timing and spacing of pregnancies □ Immediate and exclusive breastfeeding □ Family planning methods available to use while breastfeeding □ Lactational Amenorrhea Method and transition to other methods □ Long-acting method options □ None of the above □ No response
506. Is the woman offered a method of family planning during a postnatal care visit?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
507. Which of the following is discussed with the woman during a post-abortion visit?  Read all options and select all that apply. If your respondent is not involved in post-abortion care, ask if they can refer you to someone at the facility who provides these services.	<ul> <li>□ Post-abortion mental health</li> <li>□ Return to fertility</li> <li>□ Healthy timing and spacing of pregnancies</li> <li>□ Long-acting method options</li> <li>□ Family planning methods</li> <li>□ None of the above</li> <li>□ No response</li> </ul>
508. Is the woman offered a method of family planning during a post-abortion visit?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
509. Does this facility offer any service related to diagnosis, treatment, or supportive services for HIV?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
510. When a client comes in for HIV services, are they offered condoms by the HIV service provider? If your respondent is not involved in HIV service provision, ask if they can refer you to someone at the facility who provides these services.	<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>
511. Does the HIV service provider offer them any other method of contraception besides condoms?	<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>





## Section 5 - Coronavirus (COVID-19)

We know that many facilities experienced operational challenges during the Coronavirus (COVID-19) pandemic and many regular services were disrupted. We are interested in learning about the experiences at your facility. Please remember that your answers are confidential and that no one outside the study team will know the identity of the facilities we interview.

COV_1. Did this facility completely close when it otherwise would have been open at any time during the Coronavirus (COVID-19) restrictions?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
COV_2. For how long was the facility closed?	<ul> <li>Less than one week</li> <li>1-2 weeks</li> <li>3-4 weeks</li> <li>One month or longer</li> <li>No response</li> </ul>
COV_3. During the time of Coronavirus (COVID-19) restrictions, did this facility reduce hours or days of operation?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
COV_4. Which of the following describes the facility's current operational schedule? Read all options out loud.	<ul> <li>○ Not currently providing services</li> <li>○ Open, but still at reduced number of hours compared to pre-COVID-19 restrictions</li> <li>○ Returned to previous hours of service as prior to COVID-19 restrictions</li> <li>○ Open more hours than prior to the COVID-19 restrictions</li> <li>○ No response</li> </ul>
COV_5. During the time of Coronavirus (COVID-19) restrictions, were personnel reassigned from family planning services to COVID-19 related duties?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
COV_6. During the time of the Coronavirus (COVID-19) restrictions, were family planning services suspended?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
COV_7. For how long were family planning services suspended?	<ul> <li>Less than one week</li> <li>1-2 weeks</li> <li>3-4 weeks</li> <li>One month or longer</li> <li>No response</li> </ul>
COV_8. Which of the following describes the facility's current family planning services?  Read all options out loud.	<ul> <li>Not currently providing family planning services</li> <li>Providing reduced family planning services compared to pre-COVID-19 restrictions</li> </ul>





	<ul> <li>Providing same family services as prior to COVID-19 restrictions</li> <li>Providing more family services than prior to the COVID-19 restrictions</li> <li>No response</li> </ul>
COV_9. During the time of Coronavirus (COVID-19) restrictions, did this facility experience increased absenteeism of personnel?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
COV_10. During the time of Coronavirus (COVID-19) restrictions, was support to the CHW services disrupted?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
COV_11. For how long were CHW support services disrupted?	<ul><li>Less than one week</li><li>1-2 weeks</li><li>3-4 weeks</li><li>One month or longer</li><li>No response</li></ul>
COV_12. Have CHW support services returned to the level they were at prior to COVID-19?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
COV_13. During the time of Coronavirus (COVID-19) restrictions, were you able to keep the records of family planning clients up to date?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
COV_14. During the time of Coronavirus (COVID-19) restrictions, was there a period of time when provider administered methods were not offered due to the restrictions?  PROBE: Provider administered methods include sterilization, IUD, implant, and injectables.	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
COV_15. For how long were provider administered methods not offered?	<ul> <li>Less than one week</li> <li>1-2 weeks</li> <li>3-4 weeks</li> <li>One month or longer</li> <li>No response</li> </ul>
COV_16. How regular was the supply of family planning methods to this facility during the time of Coronavirus (COVID-19) restrictions?	<ul><li>○ No change/regular</li><li>○ More irregular</li><li>○ Stopped completely</li><li>○ Do not know</li><li>○ No response</li></ul>
COV_17. During the time of Coronavirus (COVID-19) restrictions, did your facility experience any reduction in the number of family planning clients (or purchase of contraceptive products) compared to your usual client numbers?	<ul><li>No reduction</li><li>Small reduction</li><li>Moderate reduction</li><li>Large reduction</li><li>No response</li></ul>





094. Ask permission to take a photo of the entrance of the facility. Did you get consent to take the photo?	○ Yes ○ No
Thank the respondent for his / her time. The respondent is finished, but there are still more questions for you to complete outside the facility.	
Location and Questionnaire result	
SDP is not selected for client exit interviews	
SDP is selected for client exit interviews. Interview as many women as possible in two days.	
095. Ensure that no people are in the photo.	
096. Take a GPS point outside near the entrance to the facility.  Record location when the accuracy is smaller than 6m.	
097. How many times have you visited this service delivery point for this interview?	<ul><li>○ 1st time</li><li>○ 2nd time</li><li>○ 3rd time</li></ul>
098. In what language was this interview conducted?	<ul><li>English</li><li>Hausa</li><li>Yoruba</li><li>Pidgin</li><li>Other</li></ul>
099. Questionnaire Result Record the result of the questionnaire.	<ul> <li>○ Completed</li> <li>○ Not at facility</li> <li>○ Postponed</li> <li>○ Refused</li> <li>○ Partly completed</li> <li>○ Temporarily closed</li> <li>○ Permanently closed / destroyed</li> <li>○ No longer serves EA (lost to follow-up)</li> <li>○ Other</li> </ul>