

Date: 12 Dec 2017

Service Delivery Point (SDP) Questionnaire

IDENTIFICATION							
NO	QUESTIONS AND FILTERS	CODI	NG CATEGO	ORIES			Relevant if:
001a	Your name: Is this your name? [ODK will display the name associated with the phone's serial number]		Yes1 No0				Always
001b	Enter your name below. Please record your name	Interv	iewer's Nam	e			001a = 0
002a	Current date and time. [ODK will display on screen] Is this date and time correct?	Yes				Always	
002b	Record the correct date and time.		Day Hours	Month Min	Year AM/PM		002a = 0
003a	LOCATION INFORMATION 1	LOCATION INFORMATION 1a					
003b	LOCATION INFORMATION 2	ODK will populate a list of appropriate LOCATION INFORMATION 2 based on the LOCATION INFORMATION 1 selected				Always	
003c	LOCATION INFORMATION 3	ODK will populate a list of appropriate LOCATION INFORMATION 3 based on the LOCATION INFORMATION 2 selected.			Always		
003d	LOCATION INFORMATION 4	ODK will populate a list of appropriate LOCATION INFORMATION 4 based on the LOCATION INFORMATION 3 selected			Always		
004	Enumeration area	ODK will populate a list of appropriate enumeration areas based on the LOCATION INFORMATION 4 selected			Always		
005	Facility number Please record the number of the facility from the listing form.		Facility	number			Always

Service Delivery Point Questionnaire



NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:
006	Type of facility	FACILITY TYPE 11 FACILITY TYPE 22	Always
	Please select the type of facility.	FACILITY TYPE 3 3 FACILITY TYPE 4 4 FACILITY TYPE 5 5 FACILITY TYPE 6 6 Other 7	
006a	Advanced facility	Yes1 No0	006 = #
007	Managing authority Please select the managing authority for the facility.	Government	
008	Is a competent respondent present and available to be interviewed today?	Yes1 No0	Always



Find t	INFORMED CONSENT Find the competent respondent responsible for patient services (main administrator and family planning in-charge) who is present at the facility. Read the greeting on the next screen:				
009a	Hello. My name is in collaboration with OTHER PARTNERS to assis health services. Now I will read a statement expla		PARTNER ore about		
	Your facility was randomly selected to participate in this study. We will be asking you questions about family planning and other reproductive health services and will ask to see patient registers. No patient names from the registers will be reviewed, recorded or shared. The information about your facility may be used by health organizations for planning service improvements or further studies of health services. The data collected from your facility will also be used by researchers for analyses. However, the name of your facility will not be provided, and any reports by researchers who use your facility data will only present information in aggregate form so that your facility cannot be identified.				
	We are asking for your help to ensure that the info which someone else is the most appropriate perso introducing us to that person. You may refuse to answer any question or choose	on to provide the information, we would apprecia	te your		
	questions about the survey? Provide a paper copy of the Consent Form to the respondent and explain it. Yes 1 0 Then, ask: No 0 0 0				
	May I begin the interview now?				
NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:		
009b	Respondent's signature <i>Please ask the respondent to sign or check the box in agreement of their participation.</i>	Gather signature: Check box:	009a = 1		
010	Interviewer's name: [Interviewer name from Household Questionnaire]		009a = 1		
	Mark your name as a witness to the consent process.				
011	Name of the facility		009a = 1		
	Please record the name of the facility.				
012	What is your position in this facility?	Owner1 In-charge / manager2	009a = 1		
	Select the highest managerial qualification of the respondent.	Staff			
013	DELETE IF R1: What year did you first begin working at this facility?	Year	009a = 1		
	Enter 2020 for do not know.				
014	DELETE IF R1: Have you previously participated in the PMA2020 service delivery point survey at this facility?	Yes	009a = 1		

Service Delivery Point Questionnaire



	Section 1 – Information about Services Now I would like to ask about the services provided at this facility.				
NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:		
101	What year did this facility first begin offering health services / products? Enter 2020 for do not know.	Year	009a = 1		
102	How many days each week is the facility routinely open?		009a = 1		
	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.	Number of days			
104	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.	Actual # MEDICAL STAFF 1 MEDICAL STAFF 2 MEDICAL STAFF 2	009a = 1		
	We want to know the highest technical qualification that any staff may hold regardless of the person's actual assignment or specialist studies.	MEDICAL STAFF 3 MEDICAL STAFF 4 MEDICAL STAFF 5 MEDICAL STAFF 6			
	Enter -88 for do not know and -99 for no response. 0 is a possible answer.	Other Medical Staff			
105a	Do you have an estimate of the size of the catchment population that this facility serves that is, the target, or total population living in the area served by this facility?	No catchment area1 Yes, knows size of catchment area2 Doesn't know size of catchment area3 No response99	006a = 1		
105b	What is the size of the catchment population? Record the number of people living in the area	Number of people	105a = 2		
106	served by this facility. How many beds does the facility have? 0 is a possible answer. Enter -88 for do not	Number of beds	006a = 1		
107	know, -99 for no response. When was the last time an owner / supervisor from outside this facility came here to visit?	Never external supervision	009a = 1		
108a	Does this facility have electricity at this time? Select for running electricity only.	Yes	009a = 1		
108b	At any point today, has the electricity been out for two or more hours?	Yes	009a = 1		
109a	Does this facility have running water at this time? Select for running water only.	Yes	009a = 1		



NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:
109b	At any point today, has running water been	Yes1	009a = 1
	unavailable for two or more hours?	No0	
		Don't know88	
		No response	
110	How many hand-washing facilities are		006a = 1
	available on site for staff to use?	Number of	
		facilities	
	Enter -88 for do not know, -99 for no response.		
111	May I see a nearby handwashing facility that	Soap is present 1/0	110 > 0
	is used by staff?	Stored water is present 1/0	
		Running water is present 1/0	
	Handwashing facility must be accessible to	Handwashing area is near a sanitation	
	most health workers in the facility.	facility 1/0	
		None of the above77	
	At the handwashing facility, OBSERVE:	Did not see the facility	
	(Select all that apply)		



	Section 2 – Family Plan	ning Service Availability	
lf the		anning services provided at this facility.	services
in the		could refer me to the appropriate person.	
NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:
201	Do you usually offer family planning services / products?	Yes1 No0 No response	009a = 1
202	When did this facility first begin offering family planning services / products?		201 = 1
	The respondent reported that the facility opened in [YEAR FROM 101]. Enter 2020 for do not know.	Year	
203	How many days in a week are family planning services / products offered / sold here?	Number of days	201 = 1
	The facility is open [DAYS FROM 102] per week.		
	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.		
205	Does this facility provide family planning supervision, support, or supplies to community health volunteers?	Yes	006a = 1
206	How many community health volunteers are supported by this facility to provide family planning services?	Number of CHVs	205 = 1
	Record only CHVs who receive supervision, support, or supplies for family planning.		
	If CHVs were recorded as employees in 104, please do not include them here as well.		
207	Enter -88 for do not know, -99 for no response.	Condoms	205 = 1
207	Do the community health volunteers provide any of the following contraceptives:	Pills 1/0 Injectables 1/0 None of the above -77	205 - 1
208	How many times in the last 12 months	No response99	201 = 1
	(insert 6 months if R2+) has a mobile outreach team visited your facility to deliver supplementary/additional family planning services?	Number of times	AND 006a = 1
	Enter -88 for do not know, -99 for no response. 0 is a possible answer.		
209	Which of the following family planning services do you offer to unmarried adolescents?	Counsel for contraceptive methods	201 = 1
	Read all options and select all that apply.	No response	



	Section 4 – Provision of	Family Planning Methods	
NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:
401a	For which of the following methods do providers at this facility counsel women about the characteristics of the method, its benefits, and its side effects? Read all options out loud.	Female sterilization 1/0 Male sterilization 1/0 Implant 1/0 IUD 1/0 Injectables – Depo Provera 1/0 Injectables – Sayana Press 1/0 Pill 1/0 Emergency Contraception 1/0 Male Condom 1/0 Female Condom 1/0 Diaphragm 1/0 Std. Days / Cycle beads 1/0 LAM 1/0 Rhythm method 1/0 Withdrawal 1/0 None of the above -77	201 = 1
401b	Which of the following methods are provided to clients at this facility? Read all options out loud.	No response-99Female sterilization1/0Male sterilization1/0Implant1/0IUD1/0Injectables - Depo Provera1/0Injectables - Sayana Press1/0Pill1/0Emergency Contraception1/0Male Condom1/0Female Condom1/0Diaphragm1/0Std. Days / Cycle beads1/0None of the above-77	201 = 1
401c	Are clients charged for obtaining any of the following methods at this facility? Read all options out loud. [ODK will only display methods selected in 401b]	No response -99 Female sterilization 1/0 Male sterilization 1/0 Implant 1/0 IUD 1/0 Injectables - Depo Provera 1/0 Injectables - Sayana Press 1/0 Pill 1/0 Emergency Contraception 1/0 Male Condom 1/0 Female Condom 1/0 Foam/Jelly 1/0 Std. Days / Cycle beads 1/0 No response -99	201 = 1



NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:
402	How much do you charge for one unit of each method that you provide?	Amount per Unit	
	Enter all prices in LOCAL CURRENCY.	Female Sterilization (full cost of procedure)	
	Enter -88 for do not know, -99 for no response.	Male Sterilization (full cost of procedure)	
	[ODK will only display the methods for which the facility charges from 401c.]	Implants (full cost of implant and insertion) IUD (full cost of 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	
		Diaphragm	
		Foam/Jelly	
		Std. Days/Cycle beads	
403	Do family planning clients need to pay any	Yes1	201 = 1
	fees in order to be seen by a provider in this facility even if they do not obtain a method of contraception?	No0 No response	
	These may be consultation or registration fees charged to everyone who is seen in this facility or may be specific to family planning clients.		
405	On days when you offer family planning	Yes1	401b:
	services, does this facility have trained personnel able to insert implants?	No0 No response	implant = 1
406	On days when you offer family planning	Yes1	401b:
	services, does this facility have trained	No0	implant =
	personnel able to remove implants?	No response99	1
407	On days when you offer family planning	Yes1	401b:
	services, does this facility have trained personnel able to insert IUDs?	No0 No response99	IUD = 1
408	On days when you offer family planning	Yes1	401b:
	services, does this facility have trained	No0	IUD = 1
	personnel able to remove IUDs?	No response	
409	Does this facility have the following supplies needed to insert and/or remove implants:	Clean Gloves	401b: implant =
	Pood out all outprice and select all that and	Sterile Gauze Pad or Cotton Wool	1
	Read out all supplies and select all that apply. Supplies do not need to be observed, but must	Local anaesthetic1/0 Sealed Implant Pack1/0	
	be available on the day of the interview.	Surgical Blade	
		None of the above	
		No response99	



NO	QUESTIONS AND FILTERS	CODING CATEGORIES			Relevant if:
410	Does this facility have the following supplies needed to insert and/or remove IUDs:	Sponge-holding forceps Speculums (large and mediu Tenaculum	ım)	1/0	401b: IUD = 1
	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.	Uterine sound None of the above No response		1/0 77	
411a	May I see your family planning register from last completed month?	Female Sterilization	Total # visits	# new clients	006a = 1
	<u>From family planning register, record</u> : (1) The total number of family planning visits	Male Sterilization			
	(new and continuing) in the last completed	Implants			-
	month, for each method.	IUD			
	(2) The number of new clients who received family planning services in the last completed month, for each method.	Injectables-3 month (Depo Provera) Injectables-Sayana Press			
	Past completed month. Enter -88 for do not	Pill			
	know, enter -99 for no response.	Emergency contraception			-
		Male Condom			
		Female Condom			
		Diaphragm			
		Foam/Jelly			
		Std. Days/Cycle beads			
411b	May I see your family planning register from last completed month?				006a = 0
	From family planning record book, record:	Implants			
	The total number of family planning products sold in the last completed month, for each	Female Condom Diaphragm Foam/Jelly Std. Days/Cycle beads # of units sold or provided			
	method.	Injectables-3 month (Depo Provera)			
	Enter -88 for do not know, enter -99 for no	Injectables-Sayana Press			
	response.	Pill			
		Emergency contraception			
		Male Condom			
		Female Condom			
		Diaphragm			
		Foam/Jelly			
		Std. Days/Cycle beads			
412	In the past 12 months (insert 6 months if R2+), have there been any meetings where service statistics (or inventory) for family planning are discussed with staff?	Yes No No response		0	201 = 1



NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:
413	May I see any wall charts, graphs, written reports, minutes or other written materials produced with service data from the 12 months (insert 6 months if R2+)? Select all relevant types of documentation observed. Posters or other information, education and communication (IEC) materials that do not contain any service data should not be counted.	Observed wall chart / graph	412 = 1
414a	May I see the room where examinations for family planning are conducted?	Yes1 No0 No response	201 = 1 AND 006a = 1
414b	For each of the following items, check to see whether item is either in room where examinations are conducted or in an adjacent room.	ReportedNotObservedbut unseenavailable	414a = 1
416a	Running water (piped) Other running water (bucket with tap or pour pitcher). Water in bucket or basin (water reused) Hand-washing soap Hand-washing soap Single-use hand drying towels Waste receptacle with lid and plastic liner Sharps container Disposable latex gloves Disinfectant Disposable needles and syringes Auditory privacy Visual privacy Examination table Client educational materials on FP You mentioned that you typically provide the [METHOD] at this facility, can you show it to me? If no, probe: Is the [METHOD] out of stock today? [416a-c will repeat for each of the methods that that	1 2 -77 1 2 -77	201 = 1
416b	 [416a-c will repeat for each of the methods that are provided at the facility according to 401b, except Female and Male Sterilization] How many days has the [METHOD] been out of stock? [416a-c will repeat for each of the methods that are provided at the facility according to 401b, except Female and Male Sterilization] Enter 1 if only for today. Enter -88 for Do not know. Enter -99 for No response. 	Number of days	416a = 3



NO	QUESTIONS AND FILTERS	CODING CATEGORIES			Relevant if:
416c	Has the [METHOD] been out of stock at any time in the last 3 months?	Yes No Don't know		0	416a = 1 or 2
	[416a-c will repeat for each of the methods that are provided at the facility, except Female and Male Sterilization]	No response		99	
417a	May I see the room where contraceptive supplies are stored? If you are already in the room, select "Yes"	Yes No No response		0	201 = 1
417b	Observe the place where contraceptive		Yes	No	417a = 1
	supplies are stored and report on the following condition:	Are all the methods off the floor?	1	0	
		Are all the methods protected from water?	1	0	
		Are all the methods protected from the sun?	1	0	
		Is the room clean of evidence of rodents (bats, rats) or pests (roaches)?	1	0	



	Section 5 – Family Plan		
NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:
501	Which of the following services are provided at this facility:	Antenatal	009a = 1 AND
	Read all options and select all that apply.	Postnatal	006a = 1
502	Which of the following is discussed with the	No response	501:
502	Which of the following is discussed with the mother after delivery or during the first postnatal visit?	Healthy timing and spacing of pregnancies1/0	Delivery= 1
	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	Immediate and exclusive breastfeeding 1/0 Family planning methods available to use while breastfeeding	OR Postnatal = 1
	someone at the facility who provides these services.	transition to other methods	
503	Is the woman offered a method of family planning during the postnatal visit?	Yes	501: postnatal = 1 AND 201 = 1
504	During post-abortion visits, which of the following is discussed with the client:	Post-abortion mental health	501: Post- abortion =
	Read all options and select all that apply.	1/0 Long-acting method options	1
505	Is the woman offered a method of family planning during the post-abortion visit?	Yes	501: Post- abortion = 1 AND 201 = 1
506	Does this facility offer any service related to diagnosis, treatment, or supportive services for HIV?	Yes1 No0 No response	009a = 1
508a	When a client comes in for HIV services, are they given condoms by the HIV service provider?	Yes	506 = 1 AND 006a = 1
	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.		

Section 5 – Family Planning Service Integration



NO	QUESTIONS AND FILTERS	CODING CATEGORIES	Relevant if:
508b	Does the HIV service provider offer them	Yes1	506 = 1
	any other method of contraception besides	No0	AND
	condoms?	Don't know88	006a = 1
		No response	
508c	Are they given information on where they	Yes1	508b=0
	can obtain contraception elsewhere?	No0	AND
		Don't know88	006a = 1
		No response	
508d	Are they referred within the facility, outside	Within facility only1	508c = 1
	the facility, or both?	Outside facility only2	AND
		Both	006a = 1
		Don't know88	
		No response	

LOCATION AND QUESTIONNAIRE RESULT					
094	Ask permission to take a photo of the entrance of the facility.	Yes1 No0	009a = 1		
	Did you get consent to take the photo?				
	Thank the respondent for her / his time.				
The respondent is finished, but there are still more questions for you to complete outside the facility.					
095	Ensure that no people are in the photo	TAKE PICTURE CHOOSE IMAGE	094 = 1		
096	Take a GPS point outside near the entrance to the facility.	RECORD LOCATION	Always		
	Record location when the accuracy is smaller than 6m.				
097	How many times have you visited this service delivery point for this interview?	1 st time	Always		
		3 rd time			
098	In what language was this interview conducted?	English 1 French 2 Language 3 3 Language 4 4 Language 5 5 Language 6 6 Other 96	009a = 1		
099	Record the result of the Service Delivery Point Questionnaire.	Completed 1 Not at facility 2 Postponed 3 Refused 4 Partly completed 5 Other 6	Always		