

## **Ghana Round 6 – Service Delivery Point Questionnaire**

001a. Your name: \${your_name} Is this your name?	<ul><li>○ Yes</li><li>○ No</li></ul>	
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. Region Please select the name of the region where the facility is located.	['A list of regions.']	
003b. Locality Please select the name of the locality where the facility is located.	['A list of localities.']	
004. Enumeration Area	['A list of EAs.']	
005. Facility number Please record the number of the facility from the listing form.		
006. Type of facility Please select the type of facility.	<ul> <li>○ Hospital / Polyclinic</li> <li>○ Health center</li> <li>○ Health clinic</li> <li>○ CHPS</li> <li>○ Pharmacy</li> <li>○ Chemist shop</li> <li>○ Retail outlet</li> <li>○ Other</li> </ul>	
007. 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>	
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. Read the greeting on the next screen:	
Hello. My name is	
009a. Provide a paper copy of the Consent Form to the respondent and explain it. Then, ask: May I begin the interview now?	<ul><li>○ Yes</li><li>○ No</li></ul>
009b. 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. Name of the facility	['A list of facilities.']		
011. Name of the facility Please record the name of the facility.			
012. 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>		
013. When did you begin working at this facility?  Select 'Do not know' for month and '2020' for year to indicate No Response.			
Month:	<ul> <li>January</li> <li>February</li> <li>March</li> <li>April</li> <li>May</li> <li>June</li> <li>July</li> <li>August</li> <li>September</li> <li>October</li> <li>November</li> <li>December</li> <li>Do not know</li> </ul>		
Year:	Year:		
Date cannot be in the future. You entered: \${work_begin_lab} Today: \${today}			
014. Have you previously participated in the PMA2020 service delivery point survey at this facility?	<ul><li>Yes</li><li>No</li><li>Do not know</li><li>No response</li></ul>		
Section 1 – Information Ak Now I would like to ask about the services			
101. When did this facility first begin offering health services / products?  Select 'Do not know' for month and '2020' for year to indicate No Response.			



Month:	<ul> <li>January</li> <li>February</li> <li>March</li> <li>April</li> <li>May</li> <li>June</li> <li>July</li> <li>August</li> <li>September</li> <li>October</li> <li>November</li> <li>December</li> <li>Do not know</li> </ul>
Year:	Year:
Date cannot be in the future. You entered: \${year_open_lab} Today: \${today}	
102. How many days each week is the facility routinely open?  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.	
103. Is there a healthcare worker present at the facility at all times or officially on call for the facility at all times (24 hours a day) for emergencies?	<ul><li>○ Yes, 24-hr staff</li><li>○ No, no 24-hr staff</li><li>○ No response</li></ul>
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.	
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.	
	104. Enter -77 for not applicable, -88 for do not know,-99 for no response. 0 is a possible answer.
Total number of doctors	
Number of doctors present today.	
	104. Enter -77 for not applicable, -88 for do not know,-99 for no response. 0 is a possible answer.
Total number of nurses / midwives	
Number of nurses / midwives present today.	



	104. Enter -77 for not applicable, -88 for do not know,-99 for no response. 0 is a possible answer.
Total number of medical assistants	
Number of medical assistants present today.	
	104. Enter -77 for not applicable, -88 for do not know,-99 for no response. 0 is a possible answer.
Total number of ambulance staff	
Number of ambulance staff present today.	
	104. Enter -77 for not applicable, -88 for do not know,-99 for no response. 0 is a possible answer.
Total number of pharmacists	
Number of pharmacists present today.	
	104. Enter -77 for not applicable, -88 for do not know,-99 for no response. 0 is a possible answer.
Total number of medical counter assistants / dispensary technician	
Number of medical counter assistants / dispensary technicians present today.	
	104. Enter -77 for not applicable, -88 for
	do not know,-99 for no response. 0 is a possible answer.
Total number of other medical staff	
Number of other medical staff present today.	
	<u>.                                    </u>
105a. Do you have an estimate of the size of the current catchment population that this facility serves, that is, the target or otal population living in the area served by this facility?	<ul><li>No catchment area</li><li>Yes, knows size of catchment area</li><li>Doesn't know size of catchment area</li><li>No response</li></ul>
105b. What is the size of the catchment population? Record the number of people living in the area served by this facility.	
106. How many beds does the facility have? O is a possible answer. Enter -88 for do not know, -99 for no response.	
107. When was the last time an owner / supervisor from outside his facility came here to visit?	



<ul><li>Never external supervision</li><li>Within the past 6 months</li><li>More than 6 months ago</li><li>Don't know</li><li>No response</li></ul>			
<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>			
<ul><li>○ Yes</li><li>○ No</li><li>○ Do not know</li><li>○ No response</li></ul>			
<ul><li>Yes</li><li>No</li><li>No response</li></ul>			
<ul><li>Yes</li><li>No</li><li>Do not know</li><li>No response</li></ul>			
<ul> <li>□ Soap is present</li> <li>□ Stored water is present</li> <li>□ Running water is present</li> <li>□ Handwashing area is near a sanitation facility</li> <li>□ None of the above</li> <li>□ Did not see the facility.</li> </ul>			
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.			
<ul><li>Yes</li><li>No</li><li>No response</li></ul>			



202. When did this facility first begin offering family planning services / products?	
The respondent reported that the facility opened in	
\${facility_open_string}.  Select 'Do not know' for month and '2020' for year to indicate No	
Response.	
	◯ January
	○ February
	○ March
	○ April
	○ May
	○ June
Month:	○ July
	○ August
	○ September
	○ October
	November
	O December
	O Do not know
Year:	Year:
Data cannot be in the future	
Date cannot be in the future. You entered: \${fp_begin_lab} Today: \${today}	
Date of facility first offering family planning services cannot be earlier than date the facility opened. You entered:	
\${fp_begin_lab}	
Date facility opened: \${year_open_lab}	
Year of facility first offering family planning services cannot be	
earlier than date the facility opened. You entered: \${fpb_y_lab}	
Year facility opened: \${year_open_lab}	
203. 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.	
Number of days the facility is open: \${days_open}	
	○Yes
204. Are family planning services / products offered here today?	○ No
	○ No response
	○Yes
205. Does this facility provide family planning supervision, support, or supplies to community health volunteers?	$\bigcirc$ A1
support, or supplies to community health volunteers:	○ No
	○ No response
206. How many community health volunteers are supported by	
206. How many community health volunteers are supported by this facility to provide family planning services?  Record only CHVs who receive supervision, support, or supplies for	



If any HEWs were recorded as paid staff of the facility in 104 they should not be listed as CHVs as well.  Enter -88 for do not know,-99 for no response.	
207. Do the community health volunteers provide any of the following contraceptives:	<ul> <li>□ Condoms</li> <li>□ Pills</li> <li>□ Injectables</li> <li>□ None of the above</li> <li>□ No response</li> </ul>
208. 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.	
209. Which of the following family planning services do you offer to unmarried adolescents?  Read all options and select all that apply.	<ul> <li>□ Counsel for contraceptive methods</li> <li>□ Provide contraceptive methods</li> <li>□ Prescribe / refer for contraceptive methods</li> <li>□ None of the above</li> <li>□ No response</li> </ul>
Section 3: Client Fee	dback
301. Do you collect information about clients' opinion in any of the following ways?  Read each option out loud and select all methods that apply.	□ Suggestion box □ Client survey form □ Structured interviews with clients □ Official meeting with community leaders □ Informal discussion with client or community □ Other □ None of the above □ Don't know □ No response
302a. Is there a procedure for reviewing or reporting on clients' opinions?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
302b. Ask to see a report or form on which data are compiled or discussion is reported.	<ul><li>○ Report seen</li><li>○ Report not seen</li></ul>
303. In the past 12 months, have any changes been made in the program as a result of client opinion?  If yes, indicate if the change(s) are related to any of the listed topics.	<ul> <li>□ No</li> <li>□ Yes, change in services or times offered or way services are provided</li> <li>□ Yes, change for client comfort</li> <li>□ Other</li> </ul>



		☐ Don't know	
		☐ No response	
			_
Section 4: Provision of F	amily P	lanning Metl	nods
401a. For which of the following methods do providers a facility counsel women about the characteristics of the rits benefits, and its side effects?  Read all options out loud.		□ Female sterilization □ Male sterilization □ Implant □ IUD □ Injectables - 3 month □ Injectables - 1 month □ Pill □ Emergency contraception □ N-tablet □ Male condom □ Female condom □ Diaphragm □ Foam / jelly □ Standard days / cycle beads □ LAM □ Rhythm method □ Withdrawal □ Other modern □ No response	
401b. Which of the following methods are provided to clients at this facility?  Read all options out loud.		<ul> <li>□ Female sterilization</li> <li>□ Male sterilization</li> <li>□ Implant</li> <li>□ IUD</li> <li>□ Injectables - 3 month</li> <li>□ Injectables - 1 month</li> <li>□ Pill</li> <li>□ Emergency contraception</li> <li>□ N-tablet</li> <li>□ Male condom</li> <li>□ Female condom</li> <li>□ Diaphragm</li> <li>□ Foam / jelly</li> <li>□ Standard days / cycle beads</li> <li>□ Other modern</li> <li>□ No response</li> </ul>	
401c. Are clients charged for obtaining any of the follo methods at this facility?  Read all options out loud.	wing		
		Yes	No



Female sterilization	$\circ$	0
Male sterilization	$\circ$	$\circ$
Implant	$\circ$	$\circ$
IUD	$\bigcirc$	$\circ$
Injectables - 3 month	$\circ$	$\circ$
Injectables - 1 month	$\bigcirc$	$\circ$
Pill	$\bigcirc$	$\circ$
Emergency contraception	$\bigcirc$	$\circ$
N-tablet	$\bigcirc$	0
Male condom	$\bigcirc$	$\circ$
Female condom	$\bigcirc$	$\circ$
Diaphragm	$\bigcirc$	$\circ$
Foam / jelly	$\bigcirc$	$\circ$
Standard days / cycle beads	$\circ$	$\circ$
Other modern	$\circ$	0
	○ Respondent a	nswered
Did the respondent answer the questions or give no re	Sponse?	
Did the respondent answer the questions or give no re	enonee / I	
Did the respondent answer the questions or give no respondent answer the questions or give no respondent answer the questions or give no reservations.  401d. For which of the following methods do you proving referral or prescription for the client to obtain the methods elsewhere?  Read all options out loud.	No response de a	
401d. For which of the following methods do you provi referral or prescription for the client to obtain the meth elsewhere?	No response de a	No
401d. For which of the following methods do you provi referral or prescription for the client to obtain the meth elsewhere?	de a od	
401d. For which of the following methods do you provi referral or prescription for the client to obtain the meth elsewhere?  Read all options out loud.	de a od	
401d. For which of the following methods do you provi referral or prescription for the client to obtain the meth elsewhere?  Read all options out loud.  Female sterilization	de a od	
401d. For which of the following methods do you provireferral or prescription for the client to obtain the meth elsewhere?  Read all options out loud.  Female sterilization  Male sterilization	de a od	
401d. For which of the following methods do you provireferral or prescription for the client to obtain the meth elsewhere?  Read all options out loud.  Female sterilization  Implant	de a od	
401d. For which of the following methods do you provireferral or prescription for the client to obtain the meth elsewhere?  Read all options out loud.  Female sterilization  Male sterilization  Implant  IUD	de a od	No
401d. For which of the following methods do you provireferral or prescription for the client to obtain the methelsewhere?  Read all options out loud.  Female sterilization  Male sterilization  Implant  IUD  Injectables - 3 month	de a od	No
401d. For which of the following methods do you provireferral or prescription for the client to obtain the methelsewhere?  Read all options out loud.  Female sterilization  Male sterilization  Implant  IUD  Injectables - 3 month  Injectables - 1 month	de a od	No
401d. For which of the following methods do you provireferral or prescription for the client to obtain the methelsewhere?  Read all options out loud.  Female sterilization  Male sterilization  Implant  IUD  Injectables - 3 month  Injectables - 1 month  Pill	de a od O	No
401d. For which of the following methods do you provireferral or prescription for the client to obtain the methelsewhere?  Read all options out loud.  Female sterilization  Male sterilization  Implant  IUD  Injectables - 3 month  Injectables - 1 month  Pill  Emergency contraception	de a od O	No



Diaphragm		$\overline{\bigcirc}$	0
Foam / jelly		$\circ$	$\circ$
Standard days / cycle beads		$\bigcirc$	$\circ$
Other modern		$\bigcirc$	$\circ$
Did the respondent answer the questions or give no re	sponse?	Respondent a	nswered
402. How much do you charge for one unit of each me you provide?  Enter all prices in Ghana Cedis.  Enter -88 for do not know, -99 for no response.  Female sterilization (full cost of procedure)	thod that		
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			
One shot of 1-month injectable			
One month supply of pills			
A single dose of emergency contraception			
A single dose of N-tablet			
One male condom			
One female condom			
A diaphragm			
Foam / jelly			
Standard days / cycle beads			
Other modern			
103. Do family planning clients need to pay any fees in the seen by a provider in this facility even if they do not denethed of contraception?  These may be consultation or registration fees charged everyone who is seen in this facility or may be specific to blanning clients.  This does not include method-specific charges for obtaining a family planning.	obtain a to o family	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>	
104. Are the official fees posted so that the client can eathem?  f yes, posted fees must be observed.	asily see	<ul><li>○ Yes, all fees a</li><li>○ Some, not all</li><li>○ No posted fee</li><li>○ No response</li></ul>	fees posted



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.  Supplies 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>□ None of the above</li> <li>□ No response</li> </ul>
410. Does this facility have the following supplies needed to insert and/or remove IUDs:  Read out all supplies and select all that apply. Supplies do not need to be observed.  Supplies must be available on the day of the interview	□ Sponge-holding forceps □ Speculums (large and medium) □ Tenaculum □ Uterine sound □ Long forceps □ None of the above □ No response
<ul><li>411a. From family planning register, record:</li><li>(1) the total number of family planning visits (new and continuing) in the last completed month, for each method.</li><li>(2) the number of new clients who received family planning services in the last completed month, for each method.</li></ul>	
	Enter for past completed month. Enter - 88 for do not know, enter -99 for no response.
411a. Total number of visits: Female Sterilization	
	Enter for past completed month. Enter - 88 for do not know, enter -99 for no response.



411a. Total number of visits: Male Sterilization	
	Enter for past completed month. Enter - 88 for do not know, enter -99 for no response.
411a. Total number of visits: Implants	
411a. Number of new clients: Implants	
	Enter for past completed month. Enter - 88 for do not know, enter -99 for no response.
411a. Total number of visits: IUD	
411a. Number of new clients: IUD	
	Enter for past completed month. Enter -
	88 for do not know, enter -99 for no response.
411a. Total number of visits: Injectables - 3 month	
411a. Number of new clients: Injectables - 3 month	
	Enter for past completed month. Enter - 88 for do not know, enter -99 for no response.
411a. Total number of visits: Injectables - 1 month	
411a. Number of new clients: Injectables - 1 month	
	Enter for past completed month. Enter - 88 for do not know, enter -99 for no response.
411a. Total number of visits: Pill	
411a. Number of new clients: Pill	
	Enter for past completed month. Enter - 88 for do not know, enter -99 for no response.
411a. Total number of visits: Emergency contraception	
411a. Number of new clients: Emergency contraception	
	·



	<u> </u>
	Enter for past completed month. Enter - 88 for do not know, enter -99 for no response.
411a. Total number of visits: N-tablet	
411a. Number of new clients: N-tablet	
	Enter for past completed month. Enter - 88 for do not know, enter -99 for no response.
411a. Total number of visits: Male condom	
411a. Number of new clients: Male condom	
	Enter for past completed month. Enter - 88 for do not know, enter -99 for no response.
411a. Total number of visits: Female condom	
411a. Number of new clients: Female condom	
	Enter for past completed month. Enter - 88 for do not know, enter -99 for no response.
411a. Total number of visits: Diaphragm	
411a. Number of new clients: Diaphragm	
	Enter for past completed month. Enter - 88 for do not know, enter -99 for no response.
411a. Total number of visits: Foam / jelly	
411a. Number of new clients: Foam / jelly	
	Enter for past completed month. Enter - 88 for do not know, enter -99 for no response.
411a. Total number of visits: Standard days / cycle beads	
411a. Number of new clients: Standard days / cycle beads	
	Enter for past completed month. Enter - 88 for do not know, enter -99 for no response.
411a. Total number of visits: Other modern	
411a. Number of new clients: Other modern	



411b. From family planning record book, record:  The total number of family planning products sold in the last month, for each method.	completed			
(1) Number of units sold or provided: Female sterilizat	ion			
(2) Number of units sold or provided: Male sterilization	1			
(3) Number of units sold or provided: Implants				
(4) Number of units sold or provided: IUD				
(5) Number of units sold or provided: Injectables - 3 m	onths			
(6) Number of units sold or provided: Injectables - 1 m	onth			
(7) Number of units sold or provided: Pill				
(8) Number of units sold or provided: Emergency cont	raception			
(9) Number of units sold or provided: N-tablet				
(10) Number of units sold or provided: Male condom				
(11) Number of units sold or provided: Female condor	n			
(12) Number of units sold or provided: Diaphragm				
(13) Number of units sold or provided: Foam / jelly				
(14) Number of units sold or provided: Standard days beads	/ cycle			
(15) Number of units sold or provided: Other modern				
412. In the past 12 months, have there been any meeting service statistics (or inventory) for family planning are diswith staff?			Yes No No response	
413. May I see any wall charts, graphs, written reports, minutes or other written materials produced with service data from the past 12 months?  Select all relevant types of documentation observed. Posters or other information, education and communication (IEC) materials that do not contain service data should not be counted.		<ul> <li>□ Observed wall chart / graph</li> <li>□ Observed written report / minutes</li> <li>□ Observed other means of reviewing service data</li> <li>□ Other</li> <li>□ Nothing observed</li> </ul>		
414a. May I see the room where examinations for family planning are conducted?			Yes No No response	
414b. For each of the following items, check to see whitem is either in room where examinations are conduct an adjacent room.  O: Observed; RU: Reported, Unseen; NA: Not Available.	ted or in			
	0		RU	NA



Other running water (bucket with tap or pour pitcher)  Water in bucket or basin (water reused)  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  Visual privacy  Examination table  Client educational materials on FP   415. OBSERVE: Assess condition of family planning service area  Floor: swept, no obvious dirt or waste  Surfaces: wiped clean, no obvious dirt or waste  Area is tidy and uncluttered  Walls: reasonably clean  Doors: no or minor damage  Walls: no or minor damage  Walls: no or minor damage  Walls: no or minor damage  Worth of the methods provided at this SDP.  Methods selected in 401b:  (In-stock and observed  In-stock but not observed  Out of stock  No response	Running water (piped)	0	0	0
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  Visual privacy  Examination table  Client educational materials on FP  Ves  No  Floor: swept, no obvious dirt or waste  Surfaces: wiped clean, no obvious dirt or waste  Area is tidy and uncluttered  Walls: reasonably clean  Doors: no or minor damage  Walls: no or minor damage  Roof: no or minor damages  NOTE: Questions 416a-c will repeat for each of the methods provided at this SDP.  Methods selected in 401b: S(methods_selected)  In-stock and observed  In-stock but not observed  Out of stock	Other running water (bucket with tap or pour pitcher)	$\circ$		$\circ$
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  Visual privacy  Examination table  Client educational materials on FP  Ves  No  Floor: swept, no obvious dirt or waste  Surfaces: wiped clean, no obvious dirt or waste  Area is tidy and uncluttered  Walls: reasonably clean  Doors: no or minor damage  Walls: no or minor damage  Walls: no or minor damage  NOTE: Questions 416a-c will repeat for each of the methods rovided at this SDP.  Methods selected in 401b: S(methods_selected)  In-stock but not observed  Out of stock	Water in bucket or basin (water reused)	$\circ$	$\circ$	$\circ$
Waste receptacle with lid and plastic liner  Sharps container  Disposable latex gloves Disinfectant Disposable needles and syringes Auditory privacy Visual privacy Visual privacy Examination table Client educational materials on FP  Waster area  Yes No Floor: swept, no obvious dirt or waste Surfaces: wiped clean, no obvious dirt or waste Area is tidy and uncluttered Walls: reasonably clean Doors: no or minor damage Walls: no or minor damage Walls: no or minor damage Nof: no or minor damages  NOTE: Questions 416a-c will repeat for each of the methods provided at this SDP. Methods selected in 401b: S(methods_selected)  In-stock and observed Out of stock  In-stock but not observed Cout of stock	Hand-washing soap	$\circ$	$\circ$	$\circ$
Sharps container  Disposable latex gloves Disinfectant Disposable needles and syringes Auditory privacy Visual privacy Visual privacy Examination table Client educational materials on FP  415. OBSERVE: Assess condition of family planning service area  Yes No Floor: swept, no obvious dirt or waste Surfaces: wiped clean, no obvious dirt or waste Area is tidy and uncluttered Walls: reasonably clean Doors: no or minor damage Walls: no or minor damage Walls: no or minor damage Nof: no or minor damages  NOTE: Questions 416a-c will repeat for each of the methods provided at this SDP. Methods selected in 401b: S(methods_selected)  In-stock and observed Out of stock In-stock but not observed Out of stock	Single-use hand drying towels	$\circ$	$\circ$	$\circ$
Disposable latex gloves Disinfectant Disposable needles and syringes Auditory privacy Visual privacy Visual privacy Examination table Client educational materials on FP  415. OBSERVE: Assess condition of family planning service area  Yes No Floor: swept, no obvious dirt or waste Surfaces: wiped clean, no obvious dirt or waste Area is tidy and uncluttered Walls: reasonably clean Doors: no or minor damage Walls: no or minor damage Walls: no or minor damage Roof: no or minor damages  NOTE: Questions 416a-c will repeat for each of the methods provided at this SDP. Methods selected in 401b: Remethods_selected in 401	Waste receptacle with lid and plastic liner	$\circ$	$\circ$	$\circ$
Disinfectant  Disposable needles and syringes  Auditory privacy  Visual privacy  Examination table  Client educational materials on FP  415. OBSERVE: Assess condition of family planning service area  Yes  No  Floor: swept, no obvious dirt or waste  Surfaces: wiped clean, no obvious dirt or waste  Area is tidy and uncluttered  Walls: reasonably clean  Doors: no or minor damage  Walls: no or minor damage  Walls: no or minor damage  NoTE: Questions 416a-c will repeat for each of the methods provided at this SDP.  Methods selected in 401b:  Remethods_selected in 40	Sharps container	$\circ$	0	$\circ$
Disposable needles and syringes  Auditory privacy  Visual privacy  Examination table  Client educational materials on FP  415. OBSERVE: Assess condition of family planning service area  Yes  No  Floor: swept, no obvious dirt or waste  Surfaces: wiped clean, no obvious dirt or waste  Area is tidy and uncluttered  Walls: reasonably clean  Doors: no or minor damage  Walls: no or minor damage  Walls: no or minor damage  NOTE: Questions 416a-c will repeat for each of the methods provided at this SDP.  Methods selected in 401b:  Methods_selected in 401b:  Metho	Disposable latex gloves	$\circ$	$\circ$	$\circ$
Auditory privacy Visual privacy Examination table Client educational materials on FP  415. OBSERVE: Assess condition of family planning service area  416. OBSERVE: Assess condition of family planning service area  Yes No Floor: swept, no obvious dirt or waste Surfaces: wiped clean, no obvious dirt or waste Area is tidy and uncluttered Walls: reasonably clean Doors: no or minor damage Walls: no or minor damage Walls: no or minor damage  Walls: no or minor damage  NOTE: Questions 416a-c will repeat for each of the methods provided at this SDP. Methods selected in 401b: Methods selected	Disinfectant	$\circ$	0	$\circ$
Visual privacy  Examination table  Client educational materials on FP  415. OBSERVE: Assess condition of family planning service area  Yes  No  Floor: swept, no obvious dirt or waste  Surfaces: wiped clean, no obvious dirt or waste  Area is tidy and uncluttered  Walls: reasonably clean  Doors: no or minor damage  Walls: no or minor damage  Walls: no or minor damage  NOTE: Questions 416a-c will repeat for each of the methods provided at this SDP.  Methods selected in 401b:  Climethods_selected in 401b:  Climethods selected in 401b:  Climethods selected in 401b:  Climethods selected in 401b:  Climethods_selected in 401b:  Climetho	Disposable needles and syringes	$\circ$	0	$\circ$
Examination table  Client educational materials on FP  415. OBSERVE: Assess condition of family planning service area  Yes  No  Floor: swept, no obvious dirt or waste  Surfaces: wiped clean, no obvious dirt or waste  Area is tidy and uncluttered  Walls: reasonably clean  Doors: no or minor damage  Walls: no or minor damage  Roof: no or minor damages  NOTE: Questions 416a-c will repeat for each of the methods provided at this SDP. Methods selected in 401b: Climethods_selected	Auditory privacy	$\circ$	$\circ$	$\circ$
Client educational materials on FP  415. OBSERVE: Assess condition of family planning service area  Yes  No  Floor: swept, no obvious dirt or waste  Surfaces: wiped clean, no obvious dirt or waste  Area is tidy and uncluttered  Walls: reasonably clean  Doors: no or minor damage  Walls: no or minor damage  Roof: no or minor damages  NOTE: Questions 416a-c will repeat for each of the methods provided at this SDP. Methods selected in 401b:  (In-stock and observed in-stock but not observed out of stock	Visual privacy	$\circ$	$\circ$	$\circ$
415. OBSERVE: Assess condition of family planning service area  Yes No Floor: swept, no obvious dirt or waste  Surfaces: wiped clean, no obvious dirt or waste  Area is tidy and uncluttered  Walls: reasonably clean  Doors: no or minor damage  Walls: no or minor damage  Roof: no or minor damages  NOTE: Questions 416a-c will repeat for each of the methods provided at this SDP. Methods selected in 401b:  In-stock and observed  In-stock but not observed  In-stock but not observed  Out of stock	Examination table	$\circ$	0	$\circ$
Yes No Floor: swept, no obvious dirt or waste  Surfaces: wiped clean, no obvious dirt or waste  Area is tidy and uncluttered  Walls: reasonably clean  Doors: no or minor damage  Walls: no or minor damage  Roof: no or minor damages  ONOTE: Questions 416a-c will repeat for each of the methods provided at this SDP. Methods selected in 401b: Signethods_selected}  In-stock and observed In-stock but not observed Out of stock	Client educational materials on FP	$\circ$	$\circ$	$\circ$
Floor: swept, no obvious dirt or waste  Surfaces: wiped clean, no obvious dirt or waste  Area is tidy and uncluttered  Walls: reasonably clean  Doors: no or minor damage  Walls: no or minor damage  Roof: no or minor damages  NOTE: Questions 416a-c will repeat for each of the methods provided at this SDP.  Methods selected in 401b:  Symethods_selected in 401b:  Symethods_selected in 401b:  Symethods_selected in 401b:  Old in-stock and observed  In-stock but not observed  Out of stock				
Surfaces: wiped clean, no obvious dirt or waste  Area is tidy and uncluttered  Walls: reasonably clean  Doors: no or minor damage  Walls: no or minor damage  Roof: no or minor damages  ONOTE: Questions 416a-c will repeat for each of the methods provided at this SDP.  Methods selected in 401b:  Symethods_selected  In-stock and observed  In-stock but not observed  Out of stock		service		
Area is tidy and uncluttered  Walls: reasonably clean  Doors: no or minor damage  Walls: no or minor damage  Roof: no or minor damages  NOTE: Questions 416a-c will repeat for each of the methods provided at this SDP.  Methods selected in 401b:  S(methods_selected)  In-stock and observed  In-stock but not observed  Out of stock	area	I	es	No
Walls: reasonably clean  Doors: no or minor damage  Walls: no or minor damage  Roof: no or minor damages  NOTE: Questions 416a-c will repeat for each of the methods provided at this SDP.  Methods selected in 401b:  Samethods_selected  In-stock and observed  In-stock but not observed  Out of stock	area	I	es O	No O
Doors: no or minor damage  Walls: no or minor damage  Roof: no or minor damages  ONOTE: Questions 416a-c will repeat for each of the methods provided at this SDP.  Methods selected in 401b:  S{methods_selected}  In-stock and observed Out of stock	Floor: swept, no obvious dirt or waste	I	es O	No O
Walls: no or minor damage  Roof: no or minor damages  NOTE: Questions 416a-c will repeat for each of the methods provided at this SDP. Methods selected in 401b: S{methods_selected}  In-stock and observed In-stock but not observed Out of stock	Floor: swept, no obvious dirt or waste Surfaces: wiped clean, no obvious dirt or waste	I	es O	<b>No</b>
Roof: no or minor damages  NOTE: Questions 416a-c will repeat for each of the methods provided at this SDP. Methods selected in 401b: S{methods_selected}  In-stock and observed In-stock but not observed In-stock but not observed Out of stock	Floor: swept, no obvious dirt or waste Surfaces: wiped clean, no obvious dirt or waste Area is tidy and uncluttered	I	es ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) (	No
NOTE: Questions 416a-c will repeat for each of the methods provided at this SDP.  Methods selected in 401b:  S{methods_selected}  In-stock and observed In-stock but not observed In-stock but not observed Out of stock	Floor: swept, no obvious dirt or waste Surfaces: wiped clean, no obvious dirt or waste Area is tidy and uncluttered Walls: reasonably clean	I	es	No
orovided at this SDP. Methods selected in 401b: S{methods_selected}  In-stock and observed In-stock but not observed In-stock but not observed Out of stock	Floor: swept, no obvious dirt or waste Surfaces: wiped clean, no obvious dirt or waste Area is tidy and uncluttered Walls: reasonably clean Doors: no or minor damage	I	es	No
In-stock and observed In-stock but not observed In-stock but not observed Out of stock	Floor: swept, no obvious dirt or waste Surfaces: wiped clean, no obvious dirt or waste Area is tidy and uncluttered Walls: reasonably clean Doors: no or minor damage Walls: no or minor damage	I	es O	No
116b. How many days have Implants been out of stock?	Floor: swept, no obvious dirt or waste Surfaces: wiped clean, no obvious dirt or waste Area is tidy and uncluttered Walls: reasonably clean Doors: no or minor damage Walls: no or minor damage Roof: no or minor damages  NOTE: Questions 416a-c will repeat for each of the metorovided at this SDP. Methods selected in 401b:	Y (	es ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) (	No



Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.	
416c. 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>
416a. You mentioned that you typically provide IUDs at this facility, can you show them to me?	<ul><li>In-stock and observed</li><li>In-stock but not observed</li><li>Out of stock</li><li>No response</li></ul>
416b. 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.	
416c. 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>
416a. You mentioned that you typically provide Injectables - 3 month at this facility, can you show them to me?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>
416b. How many days have Injectables - 3 month been out of stock?  Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.	
416c. Have Injectables - 3 month 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>
416a. You mentioned that you typically provide Injectables - 1 month at this facility, can you show them to me?	<ul><li>In-stock and observed</li><li>In-stock but not observed</li><li>Out of stock</li><li>No response</li></ul>
416b. How many days have Injectables - 1 month been out of stock?  Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.	
416c. Have Injectables - 1 month been out of stock at any time in the last 3 months?	○ Yes ○ No



	O Do not know No response
416a. You mentioned that you typically provide Pills at this facility, can you show it to me?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>
416b. 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.	
416c. 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>
416a. You mentioned that you typically provide Emergency Contraception at this facility, can you show it to me?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>
416b. 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.	
416c. 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>
416a. You mentioned that you typically provide N-tablets at this facility, can you show it to me?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>
416b. How many days has N-tablet been out of stock?  Enter 1 if only today. Enter -88 for do not know. Enter -99 for no response.	
416c. Has N-tablet 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>
416a. You mentioned that you typically provide Male condoms at this facility, can you show it to me?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>



416b. 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.	
416c. 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>
416a. You mentioned that you typically provide Female condoms at this facility, can you show it to me?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>
416b. 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.	
416c. 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>
416a. You mentioned that you typically provide Diaphragms at this facility, can you show it to me?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>
416b. 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.	
416c. 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>
416a. You mentioned that you typically provide Foam/Jelly at this facility, can you show it to me?	<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>
416b. 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.	
416c. Has Foam/Jelly been out of stock at any time in the last 3 months?	<ul><li>○ Yes</li><li>○ No</li></ul>



		O Do not know No response	
416a. You mentioned that you typically provide Standar Days/Cycle Beads at this facility, can you show them to		<ul><li>○ In-stock and c</li><li>○ In-stock but n</li><li>○ Out of stock</li><li>○ No response</li></ul>	
416b. How many days have Standard Days/Cycle Bead out of stock?  Enter 1 if only today. Enter -88 for do not know. Enter -99 for response.			
416c. 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>	
416a. You mentioned that you typically provide Other modern methods at this facility, can you show them to me?		<ul><li>○ In-stock and observed</li><li>○ In-stock but not observed</li><li>○ Out of stock</li><li>○ No response</li></ul>	
416b. How many days have Other modern methods beestock?  Enter 1 if only today. Enter -88 for do not know. Enter -99 for response.			
416c. Have Other modern methods 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>	
417a. May I see the room where contraceptive supplies stored?  If you are already in the room, select "yes."	are	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>	
417b. Observe the place where contraceptive supplies stored and report on the following condition.	are		
Are all the methods off the floor?		Yes	No O
Are all the methods protected from water?		$\circ$	$\circ$
Are all the methods protected from the sun?		$\bigcirc$	$\circ$
Is the room clean of evidence of rodents (bats, rats) or pests (roaches)?		$\circ$	0

## Section 5: Family Planning Service Integration



501. Which of the following services are provided at this facility? Read all options and select all that apply.	<ul> <li>☐ Antenatal</li> <li>☐ Delivery</li> <li>☐ Postnatal</li> <li>☐ Post-abortion</li> <li>☐ None of the above</li> <li>☐ No response</li> </ul>
502. Which of the following is discussed with the mother after delivery or during the first postnatal 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.	<ul> <li>□ Return to fertility</li> <li>□ Healthy timing and spacing of pregnancies</li> <li>□ Immediate and exclusive</li> <li>breastfeeding</li> <li>□ Family planning methods available to use while breastfeeding</li> <li>□ Lactational Amenorrhea Method and transition to other methods</li> <li>□ Long-acting method options</li> <li>□ None of the above</li> <li>□ No response</li> </ul>
503. Is the woman offered a method of family planning during the postnatal visit?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
504. During post-abortion visits, which of the following is discussed with the client:  Read all options and select all that apply.	<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>□ FP methods for birth spacing</li> <li>□ None of the above</li> <li>□ No response</li> </ul>
505. Is the woman offered a method of family planning during the post-abortion visit?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
506. 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>
507. Does this facility offer any service related to diagnosis, treatment, or supportive services for STIs other than HIV?	<ul><li>○ Yes</li><li>○ No</li><li>○ No response</li></ul>
508a. When a client comes in for HIV services, are they offered condoms by the HIV service provider?	○ Yes ○ No



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>○ Do not know</li><li>○ No response</li></ul>
508b. 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>
508c. Are HIV clients given information on where they can obtain contraception elsewhere?	<ul><li>Yes</li><li>No</li><li>Do not know</li><li>No response</li></ul>
508d. Are HIV clients referred for family planning services within the facility, outside the facility, or both?	<ul><li>○ Within facility only</li><li>○ Outside facility only</li><li>○ Both</li><li>○ Don't know</li><li>○ No response</li></ul>
094. Ask permission to take a photo to the entrance of the facility. Did you get consent to take the photo?	<ul><li>○ Yes</li><li>○ No</li></ul>
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	
095. Take a GPS point outside near the entrance to the facility.  Record location when the accuracy is smaller than 6m.	
096. Ensure that no people are in the photo.	
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>○ Akan</li><li>○ Ga</li><li>○ Ewe</li><li>○ Nzema</li><li>○ Dagbani</li><li>○ Other</li></ul>
099. Record the result of the service delivery point survey	<ul><li>○ Completed</li><li>○ Not at facility</li><li>○ Postponed</li><li>○ Refused</li><li>○ Partly completed</li><li>○ Other</li></ul>