

mADDS - Service Delivery Point (SDP) Questionnaire

NO	QUESTIONS AND FILTERS	CODING CATEGORIES				SKIP
	TIFICATION					
Pleas	e record the following identifying informat	tion prior t	o beginnii	ng the interv	view.	
Α	How many times have you visited this service delivery point for this interview?	2 nd time	1° time			
	Interviewer's name: Is this your name?	Yes	1 0			
В	ODK will display the name associated with the phone's serial number.					-
	If not, please record your name:					
С	CURRENT DATE AND TIME DISPLAYED ON SCREEN.				1	Skip to D if Yes
	Is this date and time correct?	Data	I D		177	
D	Record the correct date and time.	Date Time	Day Hour	Month Min	Year AM/PM	
					1	
	Region	Brong-Ahafo				
		Eastern				
_		Greater Accra5				
E	PLEASE SELECT THE NAME OF THE	Northern6				
	REGION WHERE THE FACILITY IS	Upper East7				
	LOCATED.				8	
		Volta9				
		Western .			10	
	District					
F	PLEASE SELECT THE NAME OF THE DISTRICT WHERE THE FACILITY IS LOCATED.			list of approp selected for	oriate district SQ E	
	Locality name PLEASE SELECT THE NAME OF THE			list of approp		
G	LOCALITY WHERE THE FACILITY IS LOCATED.	localities F	based on t	he district se	lected for SQ	
	Enumeration area	ODK "		!:=1 =£ - · ·		
Н	PLEASE SELECT THE NUMBER OF THE ENUMERATION AREA WHERE			list of approp		
П	THE ENUMERATION AREA WHERE THE FACILITY IS LOCATED OR TO		baseu on t	he locality se	elected for	
	WHICH IT IS ASSIGNED.	SQ G				
	Facility number					
1	PLEASE RECORD THE NUMBER OF					
'	THE FACILITY FROM THE LISTING FORM.					
	l .	1				

		Hospital / Polyclinic1	
	Type of facility	Health center	
	Type of facility	Health clinic	
J	PLEASE SELECT THE TYPE OF	Pharmacy5	
	FACILITY.	Chemist shop6	
		Retail outlet7	
		Other8	
	Managing authority	Government1	
		NGO2	
K	PLEASE SELECT THE MANAGING	Faith-based organization3	
	AUTHORITY FOR THE FACILITY.	Private4	
		Other5	Skip
L	Is a competent respondent present and	Yes1	to R if
	available to be interviewed today?	No0	No
	RMED CONSENT		
		patient services (main administrator and fam	ily
	ing in-charge) who is present at the facilit		_
Hello.	My name is	We are here on behalf of Kwame Nkrumal ana Health Service to assist the government and	1
		s. Now I will read a statement explaining the surv	ων.
COIIIII	idilities in knowing more about health service	s. Now I will read a statement explaining the surv	Cy.
Your	facility was randomly selected to participate in	n this study. We will be asking you questions abo	ut
		ces and will ask to see patient registers. No patie	
		d or shared. The information about your facility m	
		mprovements or further studies of health services	
		researchers for analyses. However, the name o	
		earchers who use your facility data will only prese	nt
inform	nation in aggregate form so that your facility c	annot be identified.	
\\/o o	es solving for your halp to anours that the infer	mation we collect is accurate. If there are question	no for
		mation we collect is accurate. If there are question to provide the information, we would appreciate	
	ucing us to that person.	The provide the information, we would appreciate	youi
Introd	doing do to that person.		
You n	nay refuse to answer any question or choose	to stop the interview at any time. Do you have ar	ıy
	ions about the survey?		
	Provide a paper copy of the Consent Form	Yes1	Skip
M	to the respondent and explain it. Then,	No	to R if
	ask: May I begin the interview now?	110	No
	Respondent's signature	GATHER SIGNATURE:	
	PLEASE ASK THE RESPONDENT TO	GATTER SIGNATURE.	
N	SIGN OR CHECK THE BOX IN		
	AGREEMENT OF THEIR PARTICIPATION.	Checkbox:	
	Interviewer's name		
	PLEASE RECORD YOUR NAME AS A		
0	WITNESS TO THE CONSENT		
	PROCESS.		
	Name of the facility		
Р	PLEASE RECORD THE NAME OF THE		
	FACILITY.		
	What is your position in this facility?	Owner	
	SELECT THE HIGHEST MANAGERIAL	Owner	
Q	QUALIFICATION OF THE	In-charge / manager	
	RESPONDENT.	Stall3	

NO	QUESTIONS AND FILTERS	CODING CATEGORIES			
		nation about services			
Now	would like to ask about the services prov	ided at this facility			
1	What year did this facility first begin offering health services / products? ENTER 2020 FOR DO NOT KNOW.	Year			
2	How many days each week is the facility routinely open? ENTER A NUMBER BETWEEN 0 AND 7. ENTER -88 FOR DO NOT KNOW.	Number of days			
3	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. ENTER -88 FOR DO NOT KNOW AND -77 FOR NOT APPLICABLE. 0 IS A POSSIBLE ANSWER.	Doctor			
	CHECK J: type of facility?	Hospital / Polyclinic 1 Health center 2 Health clinic 3 CHPS 4 Pharmacy 5 Chemist shop 6 Retail outlet 7 Other 8	Skip to 8 if I: 5, 6 or 7		
4	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?	Yes, 24-hr staff			
5	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 area	Skip to 7 if No or DK		
6	What is the size of the catchment population? RECORD THE NUMBER OF PEOPLE LIVING IN THE AREA SERVED BY THIS FACILITY.	Number of people			
7	How many beds does the facility have? 0 IS A POSSIBLE ANSWER. ENTER -88 FOR DO NOT KNOW.	Number of beds			
8	When was the last time an owner / supervisor from outside this facility came here to visit?	Never external supervision			
9	Does this facility have electricity today?	Yes			

4.0		Yes		1		
10	Does this facility have water today?	No				
		Hospital / Polyclinic				
		Health center				
		Health clinic		3	Skip	
	CHECK Is type of facility?	CHPS		4	to 13	
	CHECK J: type of facility?	Pharmacy		5	if I: 5,	
		Chemist shop		6	6 or 7	
		Retail outlet		7		
		Other	···· <u>·</u>	8		
	How many hand washing facilities are				Skip	
11	available on site for staff to use?	Number of facilities			to 13	
	ENTER -88 FOR DO NOT KNOW.				if 0	
	Ask to see the nearest hand washing					
	facility. At the hand washing facility		Yes	No		
	OBSERVE:		_	_		
	Soap is present		1	0		
1	Water source is present: stored water		1	0		
12	Water source is present: tap water		1	0		
	Hand washing area is near a sanitation		_			
	facility		1	0		
	None of the above		-88	•		
	Did not see the facility		1	0		
	SELECT ALL THAT APPLY					
13	Does the facility have a functioning	Yes				
	computer? NO NEED TO OBSERVE	No				
		Hospital / Polyclinic				
		Health center				
		Health clinic				
	CHECK J: type of facility?	CHPS4 Pharmacy5				
					if I: 5, 6 or 7	
		Chemist shopRetail outlet				
		Other				
		Never have sharps w				
		Burn in incinerator				
	How does this facility finally dispose of	Open Burning				
14	sharp items or filled sharps boxes?	Dump without burning				
	Sharp items of filled offdips boxes:	Remove offsite				
		Other		_		
	Section 2 – Famil					
Now	I would like to ask about family planning s					
	Do you usually offer family planning	Yes		1	Skip	
15	services / products?	No			to 19	
	·	TNU	·····		if No	
	What year did this facility first begin					
16	offering family planning services /	Year				
	products?					
	ENTER 2020 FOR DO NOT KNOW.					
	How many days per week are family					
	planning services/products offered/sold here?					
17	USE A 7-DAY WEEK TO CALCULATE	Number of days				
''	NUMBER OF DAYS. ENTER A NUMBER	ivuilibei oi uays				
	BETWEEN 1 AND 7. ENTER -88 FOR					
	DO NOT KNOW.					
<u> </u>	DO NOT MINOR.				1	

	Are femily planning convices / products	Voc			
18	Are family planning services / products	Yes			
	offered here today?	No			
		Hospital / Polyclinic			
		Health center			
		Health clinic			Skip
	CHECK J: type of facility?	CHPS			to 23
		Pharmacy			if I: 5, 6 or 7
		Chemist shop			0 01 7
		Retail outlet			
		Other		8	
	Does this facility provide family planning	Yes		1	Skip
19	supervision, support, or supplies to	No			to 22
	community health volunteers?	110		0	if No
	How many community health volunteers				
20	are supported by this facility?	Number of CHWs			
	ENTER -88 FOR DO NOT KNOW.				
	Do the community health volunteers	·	Yes	No	
	provide any of the following				
04	contraceptives:				
21	Condoms		1	0	
	Pills		1	0	
	Injectables		1	0	
	How many times in the last 12 months has				
	a mobile outreach team visited your facility				
22	to deliver supplementary/additional family	Number of times:			
	planning services?				
	planning services:	Van			Skip
	CHECK 15: Offer FP services/products?	Yes			to 25
		No		0	if No
	Does this facility have any routine user-				
	fees or charges for any services related to				
	family planning?	Yes		1	Skip
23	THIS INCLUDES ANY FEES,	No			to 25
	INCLUDING THOSE FOR	140			if No
	REGISTRATION OR FOR CLIENT				
	HEALTH RECORDS.				
	Are the official fees posted so that the	Yes, all fees are posted		1	
24	client can easily see them?	Yes, some, not all fees posted			
24	IF YES, POSTED FEES MUST BE	l		_	
	OBSERVED.	No posted fees		0	
	Do you collect information about clients'		Yes	No	
	opinion in any of the following ways?				
	Suggestion box				
			1	0	Skip
	Client survey form		1	0	to 29
			1	0	if "Non
O.F.	Official meeting with community leaders		1	0	e of
25	Informal discussion with client or				the
	community		1	0	abov
	Direct client feedback to staff		1	0	e" is select
	Other		1	0	ed
	Don't know		-88	_	
	None of the above		1	0	
	SELECT ALL METHODS		=	_	
	Is there a procedure for reviewing or	Yes		1	Skip
26	reporting on clients' opinions?	No		_	to 28
	reporting on orients opinions:	TNO		0	if No

27	Ask to see a report or form on which data are compiled or discussion is reported								
28	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.	No Yes, o way s Yes, o Other	change ervices change	in serv are pr	vices or ovided ent com	times	s offered	0 l or 1 2 3	
	CHECK 15: Offer FP services/products?								Skip to 31 if No
29	In the past 12 months, have there been any meetings where service statistics (or inventory) for family planning are discussed with staff?	Yes							
30	Do you use any of the following to review service data for monitoring and evaluation? Wall chart / graph						Yes 1 1 1 1	No 0 0 0 0	
	DOCUMENTATION OBSERVED. CHECK 15: Offer FP services/products?								Skip to 40
	Which of the following methods of contraception are counseled, provided, or prescribed / referred? Do you charge for any of these methods?	Cou Yes	Cou No	Pro Yes	Pro No	Pre Yes	No	Chg Yes	if No
31	Female sterilization	1 1 1 1 1 1 1 1 1 1 1		1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	0 0 0 0 0 0 0 0	1 1 1 1 1 1 1 1 1 1 1	0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0 0	1 1 1 1 1 1 1 1 1	Skip to 33 if no charg es

	ALL OPTIONS SHOULD BE READ ALOUD							
32	How much do you charge for one unit of each method that you provide? Fem. sterilization Male sterilization IUD Injectables – 1 month Injectables – 3 months Implants Pill Male condom Female condom Emergency Contraception Diaphragm Foam/Jelly Standard Days/ Cycle beads Other traditional method ENTER ALL PRICES IN NEW CURRENCY AND CEDIS (NO PESEWA). ODK will only display the methods for which the facility charges from SQ 31	Amount per unit						
	CHECK J: type of facility?	Hospital / Polyclinic 1 Health center 2 Health clinic 3 CHPS 4 Pharmacy 5 Chemist shop 6 Retail outlet 7 Other 8				Skip to 39b if I: 5, 6 or 7		
	CHECK 31: Are implants provided?							Skip to 35 if No
33	On days when you offer family planning services, does this facility have trained personnel able to insert implants?							
34	On days when you offer family planning services, does this facility have trained personnel able to remove implants?							
	CHECK 31: Are IUDs provided?							Skip to 37 if No
35	On days when you offer family planning services, does this facility have trained personnel able to insert IUDs?							
36	On days when you offer family planning services, does this facility have trained personnel able to remove IUDs?							
	CHECK 31: Are implants provided?							Skip to 38 if No

37	Does this facility have the following supplies needed to insert and/or remove implants: Clean Gloves		. 1 . 1 . 1	No 0 0 0 0 0	
	CHECK 31: Are IUDs provided?	Yes			Skip to 39 if No
38	Does this facility have the following supplies needed to insert and/or remove IUDs: Sponge-holding forceps		. 1	No 0 0 0 0	
	CHECK J: type of facility?	Hospital / Polyclinic		2 4 5 6	39a if I: 1-4, or 8 39b if I: 5, 6 or 7
39a	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.	Fem. sterilization Male sterilization IUD Injectables – 1 month Injectables – 3 months	tal # of visits	# of new clients	

				products	
39b	FROM FAMILY PLANNING RECORD BOOK, RECORD: The total number of family planning products sold in the last completed month, for each method.	IUD		sold	
	CHECK J: type of facility?	Hospital / Polyclinic. Health center. Health clinic. CHPS. Pharmacy. Chemist shop. Retail outlet. Other.		2 4 5 6	Skip to 45 if I: 5, 6 or 7
40	Which of the following services are provided at this facility: Antenatal Delivery Postnatal Post-abortion None of the above READ ALL OPTIONS AND SELECT ALL THAT APPLY.		Yes 1 1 1 1 1	No 0 0 0 0 0	Skip to 45 if No to postnat al and post-abortio n Skip to 43 if no to postnat al and yes to post-abortio n
	CHECK 15: Offer FP services/products?	Yes			Skip to 46 if No
41	Which of the following is discussed with the mother before she leaves the facility with the newborn after delivery: Diet, nutrition, and exercises		Yes 1 1 1 1 1 1 1 1	No 0 0 0 0 0	
42	READ ALL OPTIONS AND SELECT ALL THAT APPLY. Is the woman offered a method of family planning during the postnatal visit?	Yes			
	CHECK 40: Are post-abortion services offered?	YesNo		1	Skip to 45 if No

					1	
	During post-abortion visits, which of the			<u>Yes</u>	<u>No</u>	
	following is discussed with the client:					
	Post-abortion mental health			1	0	
	Return to fertility			1	0	
	Healthy timing and spacing of pregnancies.			1	0	
43	Advice on family planning methods:					
	Long-acting methods			1	0	
	Spacing methods			1	ő	
	None of the above				0	
	READ ALL OPTIONS AND SELECT ALL			'	0	
	THAT APPLY.					
		Van				
44	Is the woman offered a method of family	Yes				
	planning during the post-abortion visit?	No		·····	0	
	Which of the following family planning			Yes	No	
	services do you offer to unmarried			100	110	
	adolescents?					
	Counsel for contraceptive methods			1	0	
45	Provide contraceptive methods			1 :	0	
	Prescribe / refer contraceptive methods				0	
	None of the above			1 :	0	
	READ ALL OPTIONS AND SELECT ALL			. 1	0	
	THAT APPLY					
	Does this facility offer any service related			1	I	
46	to diagnosis, treatment, or supportive	Yes				
40	services for STIs?	No			0	
	Does this facility offer any service related					
47		Yes			1	Skip
47	to diagnosis, treatment, or supportive	No			0	to 30 if No
	services for HIV?	Haradal / Dalla Pala				11110
		Hospital / Polyclinic				
		Health center				
		Health clinic				Skip
	CHECK J: type of facility?	CHPS				to 52
	onzort or typo or radiity.	Pharmacy				if I: 5,
		Chemist shop				6 or 7
		Retail outlet			7	
		Other			8	
	Which of the following family planning		Ī	Yes	No	
	services do you offer to clients who come					
	in for HIV services:					
40	Counsel for contraceptive methods?			1	0	
48	Provide contraceptive methods?			1	0	
	Prescribe / refer contraceptive methods?			1	0	
	None of the above			1	0	
	SELECT ALL THAT APPLY			•		
	During an HIV consultation does the		Yes	No	DK	
	provider:		-33	<u></u>		
	ask the client about reproductive					
	intentions?		1	0	-88	
	discuss the FP method preferred by the		'	J	-00	
49	client?		1	0	-88	
49	discuss dual method use?					
				0	-88	
	provide condoms?		1	0	-88	
	discuss instructions and side effects of		,	_	00	
	chosen FP method?		1	0	-88	
	offer an FP method?		1	0	-88	

	CHECK 15: Offer FP services/products?	Yes					Skip to R if No
	ASK TO SEE THE ROOM WHERE						
	EXAMINATIONS FOR FAMILY				DII	NIA	
	PLANNING ARE CONDUCTED	Running water (pipe	ed)	<u>O</u>	<u>RU</u> 2	<u>NA</u> -77	
	PLANNING ARE CONDUCTED	Other running water	(bucket with		_		
		tap or pour pitcher)		1	2	-77	
	FOR EACH OF THE FOLLOWING	Water in bucket or b		1	2	77	
	ITEMS, CHECK TO SEE WHETHER	reused) Hand-washing soap			2	-77 -77	
	ITEM IS EITHER IN ROOM WHERE	Single-use hand dry			2	-77	
50	EXAMINATIONS ARE CONDUCTED OR	Waste receptacle w					
50	IN AN ADJACENT ROOM.	plastic liner Sharps container			2 2	-77 -77	
	IN AN ADJACENT ROOM.	Disposable latex glo			2	-77	
		Disinfectant			2	-77	
	[OBSERVED ITEMS FOR INFECTION	Disposable needles			2	-77	
	CONTROL]	Auditory privacy			2 2	-77 -77	
		Visual privacy Examination table			2	-77 -77	
	O: Observed; RU: Reported, Unseen; NA:	Client educational n			2	-77	
	Not Available						
-	140t / Wallabic				Yes	No	
		Floor: swept, no obv			1	0	
		Counters/Tables/Ch obvious dirt or wast					
	ASSESS CONDITION OF FAMILY	Broken equipment,			1	0	
51		making area cluttere	ed and dirty			0	
	PLANNING SERVICE AREA	Walls: reasonably c			1	0	
		<u>Doors</u> : no or minor of Walls: no or minor of	damage		1	0	
		Roof: no or minor d	amages		1	0	
	You said you provide the following		<u>-</u>			OS in	
	methods. Can you show them to me? For					ast 12	
	all observed methods: have any been out		<u>O</u>	<u>N.O.</u>	-	mos	
	of stock in the last 12 months?						
	IUD		1	0		1	
	Injectables – 1 month		1	0		1	
	Injectables – 3 months		1	0		1	
	Implants			0		1	
				0		1	
	Pill			•		1	
	Male condom		1	0		1	
	Female condom		1	0		1	
	Emergency Contraception		1	0		1	
	Diaphragm		1	0		1	
	Foam/Jelly		1	0		1	
	Foam/Jelly Standard Days / Cycle beads		1	Ö		1	
52	Other traditional methods		1	0		1	
52			1	U		•	
	O. Ohaamiadi N. O. Nat Ohaamiadi CCC						
	O: Observed; N.O.: Not Observed; OOS						
	last 12 mo.: Out of stock in last 12 months						
	SELECT OOS <12 MO IF THE METHOD						
	HAS EVER BEEN OUT OF STOCK IN						
	THE PAST 12 MONTHS, EVEN IF IT IS						
	IN STOCK ON THE DAY OF THE						
	INTERVIEW.						
	IENO IS CHECKED COS ALSO						
	IF N.O. IS CHECKED, OOS ALSO						
	NEEDS TO BE CHECKED; CANNOT						
	CHECK BOTH O AND N.O.; EITHER O.						
	OR N.O. MUST BE CHECKED.						

	ODK will only display the methods which are provided at the facility from SQ 31	
53	FOR FQ53-56, OBSERVE THE PLACE WHERE CONTRACEPTIVE SUPPLIES ARE STORED AND REPORT ON THE FOLLOWING CONDITION: Are all the methods off the floor?	Yes
54	Are all the methods protected from water?	Yes
55	Are all the methods protected from the sun?	Yes
56	Is the room clean of evidence of rodents (bats, rats) or pests (roaches)?	Yes

Thank the respondent for his / her time. THE RESPONDENT IS FINISHED, BUT THERE ARE STILL 3 MORE QUESTIONS FOR YOU TO COMPLETE OUTSIDE THE FACILITY.

LOCATION AND OUTSTIONNAIDE DESUILT			
LOCATION AND QUESTIONNAIRE RESULT			
	Take a GPS point outside near the entrance to the facility.	Instructions are given directly by the ODK	
R	Record location when the accuracy is smaller than 6m.	software:	
		RECORD LOCATION	
	GPS COORDINATES CAN ONLY BE COLLECTED WHEN OUTSIDE.		
Sa	Ask permission to take a photo of the entrance of the facility Did you get consent to take the photo?	Yes	Skip to T if No
		Instructions are given directly by the ODK software	
Sb	Ensure that no people are in the photo	TAKE PICTURE	
		CHOOSE IMAGE	
		Completed1	
		Not at facility2	
Т Т	Record the result of the Service Delivery	Postponed3	
'	Point Survey	Refused4	
		Partly completed5	
		Other6	