

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	iew.	T
Α	How many times have you visited this service delivery point for this interview?	1st time 1 2nd time 2 3rd time 3				
	Interviewer's name: Is this your name?	Yes			1	
В	ODK will display the name associated with the phone's serial number.	No			0	_
	If not, please record your name:					
С	CURRENT DATE AND TIME DISPLAYED ON SCREEN.					Skip to E if Yes
	Is this date and time correct?	Data	I D	NA (I)	1.77	
D	Record the correct date and time.	Date Time	Day Hour	Month Min	Year AM/PM	1
	Region	Afar Amhara Oromia			2 3 4	
E	PLEASE SELECT THE NAME OF THE REGION WHERE THE FACILITY IS LOCATED.	Benishar SNNPR. Gambella	ngul Gumu a	Z	6 7	
		Addis Aba	aba		10	
F	Zone PLEASE RECORD THE NAME OF THE DISTRICT WHERE THE FACILITY IS LOCATED.			list of approp selected for s		
G	District PLEASE RECORD THE NAME OF THE DISTRICT WHERE THE FACILITY IS LOCATED.			list of approp selected for S		
Н	Locality name PLEASE RECORD THE NAME OF THE LOCALITY WHERE THE FACILITY IS LOCATED.			list of approp he district sel		
I	Enumeration area PLEASE RECORD THE NUMBER OF THE ENUMERATION AREA WHERE THE FACILITY IS LOCATED OR TO WHICH IT IS ASSIGNED.	ODK will populate a list of appropriate EA numbers based on the locality selected for SQ H				
J	Facility number PLEASE RECORD THE NUMBER OF THE FACILITY FROM THE LISTING FORM.					
K	Type of facility	Hospital /	Polyclinic		1	

		Health center2					
	PLEASE SELECT THE TYPE OF	Health post3					
	FACILITY.	Health clinic4					
		Pharmacy5					
		Retail outlet6					
		Other96					
	Managing authority	Government1					
	Managing authority	NGO2					
L	PLEASE SELECT THE MANAGING	Faith-based organization3					
	AUTHORITY FOR THE FACILITY.	Private 4					
	AUTHORITT OR THE FACILITY.	Other 5					
	Is a competent respondent present and	Yes1	Skip				
M	available to be interviewed today?	No0	to S if No				
INFO	RMED CONSENT		INO				
_		patient services (main administrator and fam	ilv				
	ing in-charge) who is present at the facilit		ııy				
		. We are here on behalf of the Addis Ababa					
		the government and communities in knowing mo	re				
about	health services. Now I will read a statement of	explaining the survey.					
	Sanger and the sanger	office of all AAA Stillion of Control of Control					
		this study. We will be asking you questions about					
		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	ation in aggregate form so that your facility c	annot be identified.					
		mation we collect is accurate. If there are questic					
which	someone else is the most appropriate person	n to provide the information, we would appreciate	your				
introd	ucing us 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				
questi	ons about the survey?		-				
·	Provide a paper copy of the Consent Form	V	Skip				
М	to the respondent and explain it. Then,	Yes 1	to R if				
	ask: May I begin the interview now?	No0	No				
	Interviewer's name						
N	MARK YOUR NAME AS A WITNESS TO	Checkbox:					
	THE CONSENT PROCESS						
	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?	Owner1					
Q	SELECT THE HIGHEST MANAGERIAL	In-charge / manager					
•	QUALIFICATION OF THE	Staff					
	RESPONDENT.	Otali					
NO	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP				
	Section 1 – Information 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 JAN 2020 FOR DO NOT KNOW.	Year	
2	How many days each week is the facility routinely open? NUMBER MUST BE BETWEEN 1 AND 7. ENTER 0 FOR LESS THAN 1 DAY PER WEEK. ENTER -88 FOR DO NOT KNOW, -99 FOR NO RESPONSE.	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, -77 FOR NOT APPLICABLE, AND -99 FOR NO RESPONSE. 0 IS A POSSIBLE ANSWER.	Doctor	
	CHECK J: type of facility?	Hospital / Polyclinic 1 Health center 2 Health post 3 Health clinic 4 Pharmacy 5 Retail outlet 6 Other 96	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 1 No, no 24-hr staff 0 No response -99	
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, -99 FOR NO RESPONSE.	Number of beds	
8	When was the last time an owner / supervisor from outside this facility came here to visit?	Never external supervision 0 Within the past 6 months 1 More than 6 months ago 2 Don't know -88 No response -99	

	Describes for the land of the	Yes		1	
9	Does this facility have electricity today?	No		0	
10	Does this facility have water today?	Yes No			
	CHECK J: type of facility?	Hospital / Polyclinic Health center Health post Health clinic Pharmacy Retail outlet Other			Skip to 13 if I: 5, 6 or 7
11	How many hand washing facilities are available on site for staff to use? ENTER -88 FOR DO NOT KNOW, -99 FOR NO RESPONSE.	Number of facilities			Skip to 13 if 0
	Ask to see the nearest hand washing facility. At the hand washing facility OBSERVE: Soap is present		Yes 1 1	No 0 0	
12	Water source is present: tap water		1 1 -77 -99	0	
13	Does the facility have a functioning computer? NO NEED TO OBSERVE	Yes			
	CHECK J: type of facility?	Hospital / Polyclinic			
14	How does this facility finally dispose of sharp items or filled sharps boxes?	Other 96 Never have sharps waste 0 Burn in incinerator 1 Open Burning 2 Dump without burning 3 Remove offsite 4 Other 5 No response -99			
Nove	Section 2 – Famil would like to ask about family planning s				
15	Do you usually offer family planning	Yes		1	Skip to 19 if No
16	services / products? What year did this facility first begin offering family planning services / products? ENTER JAN-2020 FOR DO NOT KNOW.	Year			10 11 140

		1		-	
17	How many days in a week are family planning services / products offered / sold here? MUST BE BETWEEN 0 AND 7, OR EQUAL -88 OR -99. CANNOT EXCEED THE NUMBER OF DAYS THE FACILITY IS OPEN.	Number of days			
18	Are family planning services / products offered here today?	Yes			
	CHECK J: type of facility?	Hospital / Polyclinic Health center Health post Health clinic Pharmacy Retail outlet Other		1 3 4 5	23 if I: 5, 6 or 7
19	Does this facility provide family planning supervision, support, or supplies to community health volunteers?	Yes No No response		0	Skip to 22 if No
20	How many community health volunteers are supported by this facility? ENTER -88 FOR DO NOT KNOW, -99 FOR NO RESPONSE.	Number of CHWs			
21	Do the community health volunteers provide any of the following contraceptives: Condoms		Yes 1 1 1 -77	No 0 0 0	
22	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.	Number of times:			
	CHECK 15: Offer FP services/products?	Yes			Skip to 25 if No
23	Does this facility have any routine user- fees or charges for any services related to family planning? THIS INCLUDES ANY FEES, INCLUDING THOSE FOR REGISTRATION OR FOR CLIENT HEALTH RECORDS.	Yes		0	Skip to 25 if No
24	Are the official fees posted so that the client can easily see them? IF YES, POSTED FEES MUST BE OBSERVED.	Yes, all fees are posted		2 0	
25	Do you collect information about clients' opinion in any of the following ways? SELECT ALL METHODS		<u>Yes</u>	<u>No</u>	Skip to 29 if "None of the

	Suggestion box Client survey form Client interview form. Official meeting with community leaders Informal discussion with client or community. Direct client feedback to staff Other None of the above Don't know No response						1 1 1 1 1 1 -77 -88 -99	0 0 0 0 0	above" is selecte d
26	Is there a procedure for reviewing or reporting on clients' opinions?								Skip to 28 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, of times are po Yes, of Other	change offered rovided change	in served or wa	vices or y servicent	ces	Yes 1 1 1 1 -88	No 0 0 0	
29	In the past 12 months, have there been any meetings where service statistics (or inventory) for family planning are discussed with staff?								
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	
	CHECK 15: Offer FP services/products?								Skip to 40 if No
31	Which of the following methods of contraception are counseled, provided, prescribed, and/or charged? Cou: Counseled; Pro: Provided; Pre: Prescribed / Referred; Chg: charge ALL OPTIONS SHOULD BE READ ALOUD Female sterilization	Cou Yes	Cou No	Pro Yes	<u>Pro</u> <u>No</u>	Pre Yes	Pre	Ch g Ye s	Skip to 33 if no charges

	IUD Progestin Only Pill Injectables – 3 months Implants Pill Male condom Female condom Emergency Contraception Standard Days/Cycle beads LAM Rhythm method Withdrawal Other Traditional Method	1 1 1 1 1 1 1 1	0 0 0 0 0 0 0 0 0	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 1	0 0 0 0 0 0 0 0 0	1 1 1 1 1 1 1 1 1 1 1	
32	How much do you charge for one unit of each method that you provide? Fem. sterilization Male sterilization IUD Progestin Only Pill Injectables – 3 months Implants Pill Male condom Female condom Emergency Contraception Standard Days/ Cycle beads ENTER ALL PRICES IN NEW CURRENCY AND CEDIS. ENTER -88 FOR DO NOT KNOW, -99 FOR NO RESPONSE ODK will only display the methods for which the facility charges from SQ 31	Amou	int per	unit					
	CHECK J: type of facility?	Healt Healt Healt Pharr Retai	h cente h post . h clinic nacy l outlet	olyclinic				2 4 5 6	Skip to 39b if I: 5, 6 or 7

					T
	CHECK 31: Are implants provided?	Yes			Skip to 35 if No
33	On days when you offer family planning services, does this facility have trained personnel able to insert implants?	Yes			
34	On days when you offer family planning services, does this facility have trained personnel able to remove implants?	Yes		0	
	CHECK 31: Are IUDs provided?	Yes			Skip to 37 if No
35	On days when you offer family planning services, does this facility have trained personnel able to insert IUDs?	Yes			
36	On days when you offer family planning services, does this facility have trained personnel able to remove IUDs?	Yes		0	
	CHECK 31: Are implants provided?	Yes			Skip to 38 if No
37	Does this facility have the following supplies needed to insert and/or remove implants: Clean Gloves		1 1	No 0 0 0	
31	Local Anesthetic Sealed Implant Pack		1 1	0 0 0	
	CHECK 31: Are IUDs provided?	Yes			Skip to 39 if No
	Does this facility have the following supplies needed to insert and/or remove IUDs:		Yes	No	
38	Sponge-holding forceps Speculums (large and medium) Tenaculum Clamp No response READ OUT ALL SUPPLIES AND SELECT ALL THAT APPLY. SUPPLIES DO NOT NEED TO BE OBSERVED.		1 1 1 99	0 0 0 0	
	CHECK J: type of facility?	Hospital / Polyclinic Health center Health post Health clinic Pharmacy Retail outlet Other		2 4 5	39b if I: 5, 6 or 7
39a	FROM FAMILY PLANNING REGISTER, RECORD: (1) the total number of family planning visits		otal # of visits	# of new clients	

	(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. PAST COMPLETED MONTH. ENTER -88 FOR DO NOT KNOW, ENTER -99 FOR NO RESPONSE.	Fem. sterilization	— · ·		
39b	FROM FAMILY PLANNING RECORD/SALES BOOK, RECORD: The total number of family planning products sold in the last completed month, for each method.	IUD Progestin-only pill Injectables – 3 months Implants Pill Condom Female condom Emergency contraception	– – – – –	units old	
	CHECK J: type of facility?	Hospital / Polyclinic Health center Health post Health clinic Pharmacy 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? a. Antenatal		Yes 1	No 0 0 0	Skip to 45 if no post- natal, delivery and post- abortion . Skip to 43 if no postnat al & delivery and yes post- abortion
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	No 0 0 0 0	

	I	T			1
	Long-acting family planning methods		1	0	
	Spacing family planning methods		1	0	
	None of the above		-77		
	No response		-99		
	READ ALL OPTIONS AND SELECT ALL				
	THAT APPLY.			L	
42	Is the woman offered a method of family	Yes			
- '-	planning during the postnatal visit?	No			
	CHECK 40: Are post-abortion services	Yes		1	Skip to
	offered?	No		0	45 if No
	During post-abortion visits, which of the				
	following is discussed with the client:		Yes	<u>No</u>	
	Post-abortion mental health				
	Return to fertility		1	0	
			1	0	
	Healthy timing and spacing of pregnancies.		1	0	
43	Advice on family planning methods:				
'	Long-acting family planning methods		1	0	
	Spacing family planning methods			0	
	None of the above		-77		
	No response				
	READ ALL OPTIONS AND SELECT ALL		-99		
	THAT APPLY.				
	Is the woman offered a method of family	Yes	1	1	
44	planning during the post-abortion visit?	No			
-	Which of the following family planning	1 10			
			Yes	No	
	services do you offer to unmarried				
	adolescents?		_		
	Counsel for contraceptive methods		1	0	
	Provide contraceptive methods		1	0	
45	Prescribe / refer for contraceptive		1		
	methods		1 1	0	
	None of the above		-//		
	No response		-99		
	READ ALL OPTIONS AND SELECT ALL				
	THAT APPLY				
	Does this facility offer any service related		<u> </u>	1	
16		Yes		1	
46	to diagnosis, treatment, or supportive	No		0	
	services for STIs?				
,_	Does this facility offer any service related	Yes		1	Skip to
47	to diagnosis, treatment, or supportive	No			30 if No
	services for HIV?				00 II 1 1 0
		Hospital / Polyclinic		1	
		Health center			
		Health post			Skip to
	CHECK J: type of facility?	Health clinic			5KIP to 52 if I:
	OTLOR OF Type of Tability:				5, 6 or 7
		Pharmacy			
		Retail outlet			
	1 100 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1	Other			
	Which of the following family planning		Yes	No	
	services do you offer to clients who come				
	in for HIV services:				
48	Counsel for contraceptive methods?		1	0	
	Provide contraceptive methods?		1	0	
	Prescribe / refer contraceptive methods?		1	0	
	None of the above		-77	0	
	140116 OF LITE ADDVC		-11	J	

	No response			-99		
	READ ALL OPTIONS AND SELECT ALL THAT APPLY					
	During an HIV consultation does the		Yes	No	DK	
	provider:		-30			
	ask the client about reproductive					
	intentions?		. 1	0	-88	
4.0	discuss the FP method preferred by the					
49	client?discuss dual method use?			0	-88	
	provide condoms?			0	-88 -88	
	discuss instructions and side effects of		1 '		-00	
	chosen FP method?		.] 1	0	-88	
	CHECK 15: Offer FP services/products?	Yes				- 1
	Siledit 10. One 11 Services/products!	No			0	R if No
	ASK TO SEE THE ROOM WHERE			5		
	EXAMINATIONS FOR FAMILY	Running water (piped)	<u>O</u> 1	<u>RU</u> 2	<u>NA</u> -77	
	PLANNING ARE CONDUCTED	Other running water (bucket wi	h	2	77	
		tap or pour pitcher) Water in bucket or basin (water			-77	
	FOR EACH OF THE FOLLOWING	reused) Hand-washing soap		2 2	-77 -77	
	ITEMS, CHECK TO SEE WHETHER ITEM IS EITHER IN ROOM WHERE	Single-use hand drying towels.		2	-77	
50	EXAMINATIONS ARE CONDUCTED OR	Waste receptacle with lid and plastic liner	1	2	-77	
	IN AN ADJACENT ROOM.	Sharps container	1	2 2	-77 -77	
		Disposable latex gloves Disinfectant	1	2	-77	
		Disposable needles and syring Auditory privacy		2 2	-77 -77	
		Visual privacy	1	2	-77	
	O: Observed; RU: Reported, Unseen; NA:	Examination table Client educational materials on		2 2	-77 -77	
	Not Available	1		Yes	No	
		Floor: swept, no obvious dirt or Counters/Tables/Chairs: wiped		<u>res</u>	0	
	100500 00NDITION 05 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5 5	obvious dirt or waste		1	0	
51	ASSESS CONDITION OF FAMILY PLANNING SERVICE AREA	Broken equipment, papers, box making area cluttered and dirty			0	
	FLANNING SERVICE AREA	Walls: reasonably clean Doors: no or minor damage		1	0	
		Walls: no or minor damage			0	
	Was and saying the first first	Roof: no or minor damages		1	0	
	You said you provide the following methods. Can you show them to me? For		NI A	_	OOS Nast	
	all observed methods: have any been out	<u> </u>	<u>N.</u>	<u>u.</u>	<u>1 last</u> 12	
	of stock in the last 12 months?				mos	
				-		
	IUD		0)		
	Pill for breastfeeding mother (Progestin	1	0		1	
50	Only Pill)		0		1	
52	Injectables – 3 months				1 1	
	Pill				1	
	Male condom		Ö		1	
	Female condom	1	O)	1	
	Emergency Contraception	1	0)	1	
	Standard Days / Cycle beads	1	0)	1	
					1	

	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.	
	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 QUESTIONNAIRE RESULT			
Ra	Take a GPS point outside near the entrance to the facility. Record location when the accuracy is smaller than 6m.	Instructions are given directly by the ODK software: RECORD LOCATION	
Rb	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
S	Ensure that no people are in the photo	Instructions are given directly by the ODK software TAKE PICTURE CHOOSE IMAGE	
Т	Record the result of the Service Delivery Point Survey	Completed 1 Not at facility 2 Postponed 3 Refused 4 Partly completed 5 Other 6	