

NO	QUESTIONS AND FILTERS	COD	CODING CATEGORIES			SKIP
IDENTI	FICATION					
	Interviewer's name: Is this your name or ID number? [ODK will display the name or four-digit ID number associated with the phone's serial number.]				1 0	
001	Enter your name or ID number below.					Always
	RE ID numbers are four digit numbers between 8000-8999. Yours should be pasted on the back of your phone.	Interv	Interviewer's Name			
002a	<b>Current date and time.</b> [ODK will display on screen]				1	Always
	Is this date and time correct?		Dav	Month	Veer	
			Day	WOILI	Year	
002b	Record the correct date and time.		Hours	Min	AM/PM	002a=0
003a	Province		will populat y sample	e a list of all	provinces in the	Always
003b	District			e a list of Dis	stricts based on 003a	Always
003c	Subdistrict			e a list of Su lected for SC	b-districts based 0003b	Always
003d	Village			e a list of Vill selected for	ages based on SQ 003c	Always
004	Blok Sensus	enum	will populat neration area ted in 003c	e a list of app as based on I.	propriate the Village	Always
005	<b>Facility number</b> Please record the number of the facility from the listing form.	Fac	cility number	r		Always
006	<b>Type of facility</b> <i>Please select the type of facility.</i>	Mate Healt Sub I Healt Villag Deliv Priva Obsta Priva Phar	rnity Hospita th Center Health Cent th Clinic ge Health Po ery Post te Doctor etrician te Midwife macy	al er ost	1 2 3 4 5 	Always

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007	Managing authority Please select the managing authority for the facility.	Government1NGO2Faith-based organization3Private4Other5	Always
008	Is a competent respondent present and available to be interviewed today?	Yes1 No0	Always

## **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 \_\_\_\_\_\_ and I am working for BKKBN in collaboration with the University of North Sumatra, Universitas Gadjah Mada, Hasanuddin University, and the Central Bureau of Statistics to assist the government and communities in knowing more about health services. Now I will read a statement explaining the survey.

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 information we collect is accurate. If there are questions for which someone else is the most appropriate person to provide the information, we would appreciate your introducing us to that person.

You may refuse to answer any question or choose to stop the interview at any time. Do you have any questions about the survey?

009a	Provide a paper copy of the Consent Form to the respondent and explain it. Then, ask: <b>May I begin the interview now?</b>	Yes1 No0	006=1
009b	<b>Respondent's signature</b> <i>Please ask the respondent to sign or check</i> <i>the box in agreement of their participation.</i>	Gather signature: Check box:	009a=1
010	Interviewer's name Please record your name as a witness to the consent process. You previously entered "[NAME FROM SQ B]."		009a=1
011	Name of the facility Please record the name of the facility.		009a=1
012	What is your position in this facility? Select the highest managerial qualification of the respondent.	Owner1 In-charge / manager2 Staff3	009a=1
013	When did you first begin working at this facility? Enter Jan 2020 for do not know.	Month Year	009a=1
014	Have you previously participated in the PMA2020 service delivery point survey at this facility?	Yes1 No0 Do not know	009a=1

NO	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
		rmation about services	
Now I v	would like to ask about the services provided		
SQ_ID _INS1	Have you been contracted by BPJS?	Yes1 No0 No response99	009a=1
101	When did this facility first begin offering health services / products? Enter Jan 2020 for do not know.	Month Year	009a=1
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	Number of days	009a=1
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?	Yes, 24-hr staff1 No, no 24-hr staff0 No response99	006 ≠ 5,6,7
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. Enter -88 for do not know and -99 for no response. 0 is a possible answer.	Actual #Present todayDoctorIMidwifeINurse/Paramedics/ MedicalITechnicianIMedicalITechnologistIAssistantsIOther Medical StaffI	009a=1
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 area88 No response99	006 ≠ 5,6,7
105b	What is the size of the catchment population? Record the number of people living in the area served by this facility.	Number of people	105a=2
106	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	006 ≠ 5,6,7
107	When was the last time an owner / supervisor from outside this facility came here to visit?	Never external supervision0Within the past 6 months1More than 6 months ago2Don't know-88No response-99	009a=1

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108a	Does this facility have electricity at this time? Select for running electricity only.	Yes No	0 009a=1
108b	At any point today, has the electricity been out for two or more hours?	Yes No Don't know8 No response9	0 8 009a=1
109a	Does this facility have running water at this time? Select for running water only.	Yes No	1 0092=1
109b	At any point today, has running water been unavailable for two or more hours?	Yes No Don't know6 No response9	0 8 009a=1
110	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	006 ≠ 5,6,7
111	May I see a nearby handwashing facility that is used by staff?Handwashing facility must be accessible to most health workers in the facility.At the handwashing facility, OBSERVE:	Soap is present	110≠0
		Did not see the facility9 nily Planning Services	
<i>If the</i> 201	Section 2 – Fan Now I would like to ask about fami re is another provider who would be better ab facility, I would appreciate if you Do you usually offer family planning	Did not see the facility9 <b>nily Planning Services</b> <i>Iy planning services provided at this facility.</i> <i>Ie to answer my questions on family planning</i> <i>could refer me to the appropriate person.</i> Yes No	99 services in this 1 0 009a=1
	<b>Section 2 – Fan</b> Now I would like to ask about fami re is another provider who would be better ab facility, I would appreciate if you	Did not see the facility9 <b>nily Planning Services</b> <i>Iy planning services provided at this facility.</i> <i>Ie to answer my questions on family planning</i> <i>could refer me to the appropriate person.</i> Yes.	99 services in this 1 0 009a=1
201	Section 2 – FanNow I would like to ask about familiere is another provider who would be better abfacility, I would appreciate if youDo you usually offer family planningservices / products?When did this facility first beginoffering family planning services /products?The respondent reported that thefacility opened in [YEAR MONTH FROMSQ101}Enter Jan 2020 for do not know.How many days in a week are familyplanning services / products offered /sold here?The facility is open [DAYS FROMSQ102] per week.Enter a number between 0 and 7. Enter 0for less than 1 day per week. Enter -88 for	Did not see the facility9 nily Planning Services Iy planning services provided at this facility. Ie to answer my questions on family planning could refer me to the appropriate person. Yes No No response9 Month	99 services in this 1 0 009a=1 9
201	Section 2 – FanNow I would like to ask about familiere is another provider who would be better abfacility, I would appreciate if youDo you usually offer family planningservices / products?When did this facility first beginoffering family planning services /products?The respondent reported that thefacility opened in [YEAR MONTH FROMSQ101}Enter Jan 2020 for do not know.How many days in a week are familyplanning services / products offered /sold here?The facility is open [DAYS FROMSQ102] per week.Enter a number between 0 and 7. Enter 0	Did not see the facility	1       009a=1         201=1       201=1         1       201=1

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	How many village health volunteers are supported by this facility?		
	Record only village health volunteers who receive supervision, support, or supplies for family planning.	Number of	
206	If any health volunteers were recorded as paid staff of the facility in SQ 104 they should not be listed as VHVs as well.	Number of CHVs	205=1
	Enter -88 for do not know,-99 for no response.		
207	Do the village health volunteers provide any of the following contraceptives:	Condoms         1/0           Pills         1/0           Injectables         1/0           None of the above         -77           No response         -99	205=1
208	How many times in the last 6 months has a mobile outreach team visited your facility to deliver supplementary/additional family planning services?	Number of times	201=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 3:	CLIENT FEEDBACK	
301	<b>Do you collect information about clients' opinion in any of the following ways?</b> <i>Read each option out loud and select all methods that apply.</i>	Suggestion box	009a=1
302a	Is there a procedure for reviewing or reporting on clients' opinions?	Yes1 No0	009a=1 AND 301≠ -77, -88, -99
302b	Ask to see a report or form on which data are compiled or discussion is reported.	Report seen1 Report not seen2	302=1

NO	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
303	In the past 6 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.	No0 Yes, change in services or times offered or way services are provided1 Yes, change for client comfort2 Other3 Don't know88 No response99	009a=1 AND 301≠ -77, -88, -99
	SECTION 4: PROVISION	OF FAMILY PLANNING METHODS	
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? <i>Read all options out loud.</i>	Female sterilization       1/0         Male sterilization       1/0         Implant       1/0         IUD       1/0         Injectables – 3 months       1/0         Injectables – 1 month       1/0         Pill       1/0         Emergency Contraception       1/0         Diaphragm       1/0         LAM       1/0         Rhythm method       1/0         Withdrawal       1/0         None of the above       -77         No response       -99	201=1
401b	Which of the following methods are provided to clients at this facility? Read all options out loud.	Female sterilization1/0Male sterilization1/0Implant1/0IUD1/0Injectables – 3 months1/0Injectables – 1 month1/0Pill1/0Emergency Contraception1/0Male Condom1/0Diaphragm1/0None of the above-77No response-99	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 Q216b]	Female sterilization1/0Male sterilization1/0Implant1/0IUD1/0Injectables – 3 months1/0Injectables – 1 month1/0Pill1/0Emergency Contraception1/0Male Condom1/0Diaphragm1/0None of the above-77No response-99	201=1

NO	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
401d	For which of the following methods do you provide a referral or prescription for the client to obtain the method elsewhere? Read all options out loud. [ODK will only display methods that were not selected in Q216b	Female sterilization       1/0         Male sterilization       1/0         Implant       1/0         IUD       1/0         Injectables – 3 months       1/0         Injectables – 1 month       1/0         Pill       1/0         Emergency Contraception       1/0         Diaphragm       1/0         None of the above       -77         No response       -99	201=1
402	How much do you charge for one unit of each method that you provide? Enter all prices in Indonesian rupiah. Enter -88 for do not know, -99 for no response. [ODK will only display the methods for which the facility charges from SQ 31.]	Amount per Unit         Female Sterilization (full cost of procedure)         Male Sterilization (full cost of procedure)         Implant (full cost of the implant and insertion)         IUD (full cost of the IUD and insertion)         One shot of the 3-month injectable         One shot of the 1-month injectable         One month supply of pills         A single dose of emergency contraception         One male condom         A diaphragm	401c ≠ -77
403	Do family planning clients need to pay any fees in order to be seen by a provider in this facility even if they do not obtain a method of contraception? These may be consultation or registration fees charged to everyone who is seen in this facility or may be specific to family planning clients.	Yes1 No0	201=1
404	Are the official fees posted so that the client can easily see them? If yes, posted fees must be observed.	Yes, all fees are posted1 Some, not all, fees posted2 No posted fees0 No response	403=1
405	On days when you offer family planning services, does this facility have trained personnel able to insert implants?	Yes1 No0	implant-1

NO	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
406	On days when you offer family planning services, does this facility have trained personnel able to remove implants?	Yes No	0 implant=1
407	On days when you offer family planning services, does this facility have trained personnel able to insert IUDs?	Yes No	101b    D=1
408	On days when you offer family planning services, does this facility have trained personnel able to remove IUDs?	Yes No	$4(110 \cdot 1111) = 1$
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.	Clean Gloves       1/         Antiseptic       1/         Sterile Gauze Pad or Cotton Wool       1/         Local anaesthetic       1/         Sealed Implant Pack       1/         Surgical Blade       1/         None of the above       -7         No response       -9	0 006 ≠ # 0 and 0 401b: 0 implant=1
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.	Sponge-holding forceps	0 0 006 ≠ 12 and 401b: IUD=1 7
411a	<ul> <li>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> <li>Past completed month. Enter -88 for no not know, enter -99 for no response.</li> </ul>	Total # visits# nev clientsFemale Sterilization	
411b	From family planning record book, record: The total number of family planning products sold in the last completed month, for each method. The total number of family planning products sold in the last completed month, for each method. Enter -88 for no not know, enter -99 for no response.	# of units sold or provided         Implants         IUD         Injectables - 3 month         Injectables - 1 month         Pill         Male condom         Emergency Contraception         Diaphragm	006=5,6,7

NO	QUESTIONS AND FILTERS	CODING CATE	GORIES			SKIP
412	In the past 6 months, have there been any meetings where service statistics (or inventory) for family planning are discussed with staff?	Yes No No response			0	201=1
413	May I see any wall charts, graphs, written reports, minutes or other written materials produced with service data from the past 6 months? Select all relevant types of documentation observed. Posters or other IEC materials that do not contain any service data should not be counted.	Observed wall chart / graph			1/0 vice 1/0 1/0	009a=1
414a	May I see the room where examinations for family planning are conducted?	Yes No No response99			0	201=1 and 006≠12
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. Running water (piped) 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 Examination table. Client educational materials on FP		Reported but unseen 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	Not availat -77 -77 -77 -77 -77 -77 -77 -77 -77 -7	7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7 7	414a=1
415	OBSERVE: Assess condition of family planning service area	Floors: swept, r or waste Surfaces: wiped obvious dirt or v Area is tidy and Walls: reasonal Doors: no or mi Walls: no or mi Roof: no or min	d clean, no waste I uncluttered bly clean inor damage nor damage	1 1 1 1 1	No 0 0 0 0 0 0 0 0	414a=1

NO	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
416a	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 are provided at the facility according to SQ 401b, except Female and Male Sterilization]	In-stock and observed	401b !=-77
416b	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 SQ 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
416c	Has the [METHOD] been out of stock at any time in the last 3 months? [416a-c will repeat for each of the methods that are provided at the facility, except Female and Male Sterilization]	Yes	416a=1 or 2
SQ_ID _INS2	From which of these sources do you regularly obtain supplies of the [METHOD]? Read sources aloud	BkkBN1/0Local government1/0Purchased by SDP1/0Other1/0No Response-99	401b !=-77
SQ_ID _INS3	Has the [METHOD] that is sourced by BKKBN been out of stock at any time in the last 3 months?	Yes1 No0 No response	SQ_ID_INS2 = "BkkBN"
417a	May I see the room where contraceptive supplies are stored? If you are already in the room, select "Yes"	Yes1 No0	201=1

NO	QUESTIONS AND FILTERS	CODING CATEGORIES			SKIP
417b	Observe the place where contraceptive supplies are stored and report on the following condition:	Are all the methods off the floor? Are all the methods protected from water? Are all the methods protected from the sun? Is the room clean of evidence of rodents (bats, rats) or pests (roaches)?	Yes       1       1       1       1       1       1	No           Q           Q           Q           Q           Q           Q           Q           Q           Q	417a=1
	SECTION 5: FAMILY PLA	ANNING SERVICE INTEGR	ATION		J
501	Which of the following services are provided at this facility: Read all options and select all that apply.	Antenatal Delivery Postnatal Post-abortion None of the above No response		1/0 1/0 1/0	009a=1 and 006 ≠ 12
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.	Return to fertility Healthy timing and spacing Immediate and exclusive b Family planning methods a while breastfeeding Lactational Amenorrhea M transition to other methods Long-acting method option None of the above No response	g of pregr preastfeed available ethod and s	nancies1/0 ding1/0 to use 1/0 d 1/0 1/0 	501: Delivery=1 OR Postnatal=1
503	Is the woman offered a method of family planning during the postnatal visit?	Yes No No response		1 0	501: Delivery=1 OR Postnatal=1
504	During post-abortion visits, which of the following is discussed with the client: Read all options and select all that apply.	Post-abortion mental healt Return to fertility Healthy timing and spacing Long-acting method option FP methods for birth spaci None of the above No response	g of pregr is ng	1/0 nancies1/0 1/0 1/0 77	501: Post- abortion= 1
505	Is the woman offered a method of family planning during the post-abortion visit?	Yes No No response		1 0	501: Post- abortion= 1
506	Does this facility offer any service related to diagnosis, treatment, or supportive services for HIV?	Yes No No response		1 0	009a=1
507	Does this facility offer any service related to diagnosis, treatment, or supportive services for STIs other than HIV?	Yes No		1	009a=1

NO	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
508a	When a client comes in for HIV services, are they given condoms by the HIV service provider?If your respondent is not involved in HIV service provision, ask if they can refer you to someone at the facility who provides these services.	Yes1 No0 Don't know88 No response	506=1 AND 006a≠ #
508b	Does the HIV service provider offer them any other method of contraception besides condoms?	Yes1 No0 Don't know	506=1 AND 006a≠ #
508c	Are they given information on where they can obtain contraception elsewhere?	Yes1 No0 Don't know	508b=0 AND 006a≠ #
508d	Are they referred within the facility, outside the facility, or both?	Within facility only1Outside facility only2Both3Don't know-88No response-99	508d=1 AND 006a≠ #
100			
TOC	A HUN AND UUFS HUNNAIRE RESU		
094	ATION AND QUESTIONNAIRE RESU Ask permission to take a photo of the entrance of the facility.	Yes1	009a=1
	Ask permission to take a photo of the entrance of the facility. Did you get consent to take the photo?	Yes1 No0	009a=1
094	Ask permission to take a photo of the entrance of the facility. Did you get consent to take the photo? Thank the respo	Yes1	009a=1
094	Ask permission to take a photo of the entrance of the facility. Did you get consent to take the photo? Thank the respo	Yes1 No0 ondent for her / his time.	009a=1 094=1
094 The re	Ask permission to take a photo of the entrance of the facility. Did you get consent to take the photo? Thank the respondent is finished, but there are still more qu	Yes1 No0 Dendent for her / his time. Westions for you to complete outside the facility.	
094 The re 095	Ask permission to take a photo of the entrance of the facility. Did you get consent to take the photo? Thank the respondent is finished, but there are still more que spondent is finished, but there are still more que Ensure that no people are in the photo Location Take a GPS point outside near the entrance to the facility. Record location	Yes1 No0 ondent for her / his time. uestions for you to complete outside the facility. TAKE PICTURE CHOOSE IMAGE	094=1
094 <i>The re</i> 095 096	Ask permission to take a photo of the entrance of the facility. Did you get consent to take the photo? Thank the respondent is finished, but there are still more que Ensure that no people are in the photo Location Take a GPS point outside near the entrance to the facility. Record location when the accuracy is smaller than 6m. How many times have you visited this	Yes1 No	094=1 Always

NO	QUESTIONS AND FILTERS	CODING CATEGORIES	SKIP
		Not at facility2Postponed3Refused4Partly completed5Other6	