

Service Delivery Point (SDP) Questionnaire

NO	QUESTIONS AND FILTERS	CODING C	ATEGORIES			SKIP	
	TIFICATION se record the following identifying informa	tion prior t	to beginnir	ng the inter	view.		
Α	How many times have you visited this service delivery point for this interview?	2 nd time	$\begin{array}{cccc} 1^{\text{st}} \text{ time} & & 1 \\ 2^{\text{nd}} \text{ time} & & 2 \\ 3^{\text{rd}} \text{ time} & & 3 \end{array}$				
В	Interviewer's name: Is this your name?	Yes	Yes1				
	[ODK will display the name associated with the phone's serial number.]	No			0	to C if Yes	
	Check the button next to the name if that is your name and select 'yes' here. Do not check the button if that is not your name and select 'no' here (long press to remove response next to the name if needed).						
	Enter your name below.	Interviewer's Name					
	Please record your name						
С	Current date and time. [ODK will display on screen]	Yes 1 No 0					
	Is this date and time correct?					if Yes	
D	Record the correct date and time.	Date	Day	Month	Year		
		Time	Hour	Min	AM/PM		
Е	Region Please select the name of the region where the facility is located.	Tigray 1 Afar 2 Amhara 3 Oromia 4 Ethiopia Somali 5 Benishangul Gumuz 6 SNNPR 7 Gambella 8 Harari 9 Addis Ababa 10 Dire Dawa 11					
E	Zone Please select the name of the zone where the facility is located.		populate a the selecte		priate zones		

Е	Woreda/District Please record the name of the district where the facility is located.	ODK will populate a list of appropriate districts based on the selected zone.	
Е	Kebele/Locality name Please choose the name of the locality where the facility is located. There may be only one choice.	ODK will populate a list of appropriate localities based on the selected district/woreda.	
Е	Enumeration area Based on your selection of the locality, the EA number is below. Select the option to acknowledge.	ODK will display the appropriate EA code based on the selected locality.	
F	Facility number Please record the number of the facility from the listing form.		
G	Type of facility Please select the type of facility.	Hospital 1 Health center 2 Health Post 3 Health Clinic 4 Pharmacy 5 Retail 6 Other 96	
Н	Managing authority Please select the managing authority for the facility.	Government 1 NGO 2 Faith-based organization 3 Private 4 Other 5	
I	Is a competent respondent present and available to be interviewed today?	Yes	Skip to S if 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 following greeting:

Hello. My name is ______. We are here on behalf of the Addis Ababa University, and Federal Ministry of Health 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 ii	ntroducing us to that person.				
	nay refuse to answer any question or choose ons about the survey?	to stop the interview	at a	ny time. Do you have an	y
J	Provide a paper copy of the Consent Form to the respondent and explain it. Then, ask:			1	Skip to R if No
	May I begin the interview now?				
K	Interviewer's name				
	Please record your name as a witness to the consent process. You previously entered "[NAME FROM SQ B]."				
L	Name of the facility				
	Please record the name of the facility.				
М	What is your position in this facility?			1	
	Select the highest managerial qualification of the respondent.			2	
N	For how long have you worked at this facility?	Months:			
	Select months or years; next screen will provide opportunity to enter number for X.	Value			
	Enter 0 for less than 1 month.	Years:			
0	Have you previously participated in a PMA2020 service delivery point survey at this facility?			1	
NO	QUESTIONS AND FILTERS	CODING CATEGORIES	S		SKIP
	ion 1 – Information about services would like to ask about the services provided	at this facility			
1	What year did this facility first begin offering health services / products?	Year			
	Enter Jan 2020 for do not know.				
2	How many days each week is the facility routinely open?	Number of days			
	Number must be between 0 and 7. Enter 0 for less than 1 day per week. Enter -88 for do not know, -99 for no response				

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 -99 for no response. 0 is a possible answer.	Doctor	
	CHECK G: type of facility?	Hospital 1 Health center 2 Health Post 3 Health Clinic 4 Pharmacy 5 Retail 6 Other 96	Skip to SQ 8 if K is 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, -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	
9	Does this facility have electricity today?	Yes	

	Select for running electricity only. If electricity was off for more than two hours today, mark no.				
10	Does this facility have running water today? Select for running water only. If water was off for more than two hours today, mark no.	Yes No			
	CHECK G: type of facility?	Hospital Health center Health Post Health Clinic Pharmacy Retail Other			to 13 if I: 5, 6 or 7
11	How many hand-washing facilities are available on site for staff to use?	Number of facilities	;		Skip to 13 if 0
	Enter -88 for do not know, -99 for no response.				
12	Ask to see the nearest hand washing facility. At the hand washing facility OBSERVE: Soap is present		1 1 -77	No 0 0 0	
13	Does the facility have a functioning computer? No need to observe	Yes			_
	CHECK G: type of facility?	Hospital Health center Health Post Health Clinic Pharmacy Retail Other			to 15 if I: 5, 6 or 7
14	How does this facility finally dispose of sharp items or filled sharps boxes?	Never have sharps Burn in incinerator Open Burning Dump without burn			1 2

		Remove offsite4	
		Other	
		No response99	
		ly Planning Services planning services provided at this facility.	
4 =	B	. Vice	Olsin
15	Do you usually offer family planning services/products?	Yes	Skip to 19 if No
16	What year did this facility first begin offering family planning services / products?	Month:	
	The respondent reported that the facility opened in [YEAR MONTH FROM SQ1]	Year:	
	Enter Jan 2020 for do not know.		
17	How many days in a week are family planning services / products offered / sold here?	Number of days	
	The facility is open [DAYS FROM SQ2] per week.		
	Enter a number between 0 and 7. Enter 0 for less than 1 day per week. Enter -88 for do not know, -99 for no response.		
18	Are family planning services / products offered here today?	Yes	
	CHECK G: type of facility?	Hospital 1 Health center 2 Health Post 3 Health Clinic 4 Pharmacy 5 Retail 6 Other 96	Skip to 23 if I: 5, 6 or 7
19	Does this facility provide family planning supervision, support, or supplies to community health volunteers?	Yes	Skip to 22 if No
	If any HEWs were recorded as paid staff of the facility in SQ3 they should not be listed as CHVs as well.		
20	How many community health volunteers are supported by this	Number of CHWs	

	T				
	facility?				
	Record only CHVs who receive supervision, support, or supplies for family planning.				
	If any HEWs were recorded as paid staff of the facility in SQ3 they should not be listed as CHVs as well				
	Enter -88 for do not know, -99 for no response.				
21	Do the community health volunteers provide any of the following contraceptives:		<u>Yes</u>	<u>N</u>	
	Condoms Pills Injectables None of the above No response		1 1 1 -77 -99	0 0 0	
22	How many times in the last 6 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?	Yes		_	Skip to 25 if No
	This includes any fees, including those for registration or for client health records.				
24	Are the official fees posted so that the client can easily see them?	Yes, all fees are posted Some, not all fees posted No posted fees		2	
	If yes, posted fees must be observed.	No response			
25	Do you collect information about clients' opinion in any of the following ways? Select all methods that apply		<u>Yes</u>	<u>No</u>	Skip to 29 if "Non e of
	Suggestion box Client survey form Client interview form Official meeting with community leaders		1 1 1	0 0 0 0	the abov e" is selec ted
L	<u>I</u>	l			1

	Informal discussion with client or community						. 1 . 1 . 1 77 88	0 0 0	
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		Report seen						
28	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.	No Yes, change in services or times offered or way services are provided Yes, change for client comfort Other Don't know No response			. 1 . 1 . 1 88	No 0 0 0 0			
29	In the past 6 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? Ask to see any reports, wall graphs or charts that show service data has been reviewed. Select all relevant types of documentation observed.	Writte Othe	en repo	rt / mir	nutes		. 1 . 1	No 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	Cou Yes	Cou No	Pro Yes	Pro No	Pre Yes	Pre No	Chg Yes	Skip to 33 if no charg es

	Female sterilization Male sterilization IUD Progestin Only Pill Injectables Implants Pill Male condom Female condom Emergency Contraception Standard Days/Cycle beads LAM Rhythm method Withdrawal	1 1 1 1 1 1 1 1 1 1 1	0 0 0 0 0 0 0 0 0 0	1 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 1	0 0 0 0 0 0 0 0	1 1 1 1 1 1 1 1 1	
32	How much do you charge for one unit of each method that you provide? Enter all prices in Ethiopian Birr. 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	unt per	unit					
	Fem. sterilization Male sterilization IUD Progestin Only Pill Injectables – 3 months Implants Pill Male condom Female condom Emergency Contraception Standard Days/ Cycle beads								
	CHECK G: type of facility?	Hospital				2 4 5	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?	YesNo			
	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?	YesNo			
36	On days when you offer family planning services, does this facility have trained personnel able to remove IUDs?	YesNo			
	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: Read out all supplies and select all that apply. Supplies must be available on the of the interview, but do not need to be observed	Clean Gloves	1 1 1 -77	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: Read out all supplies and select all that apply. Supplies must be available on the of the interview, but do not need to be observed	Sponge-holding forceps	1 -77	No 0 0 0 0	
	CHECK G: type of facility?	Hospital Health center			39a if I: 1- 4,

		Health Post 3 Health Clinic 4 Pharmacy 5 Retail 6 Other 96	39b if I: 5, 6 or 7
39 a	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. PAST COMPLETED MONTH. ENTER -88 FOR DO NOT KNOW, ENTER -99 FOR NO RESPONSE.	Total # visits	
39 b	From family planning record book, record: The total number of family planning products sold in the last completed month, for each method.	# units sold IUD	
	CHECK G: type of facility?	Hospital 1 Health center 2 Health Post 3 Health Clinic 4 Pharmacy 5 Retail 6 Other 96	Skip to 45 if I: 5, 6 or 7
40	Which of the following services are provided at this facility: Read all options and select all that apply.	Antenatal 1 0 Delivery 1 0 Postnatal 1 0 Post-abortion 1 0 None of the above -77 -77 No response -99 -99	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

41	Which of the following is discussed		Yes	No	
	with the mother before she leaves the facility with the newborn after delivery: Read all options and select all that apply.	Diet, nutrition, and exercises Postpartum mental health	1	0 0 0 0 0 0 0	
42	Is the woman offered a method of family planning during the postnatal visit?	Yes			
	CHECK 40: Are post-abortion services offered?	Yes			Skip to 45 if No
43	During post-abortion visits, which of the following is discussed with the		<u>Yes</u>	<u>No</u>	
	client: Read all options and select all that apply.	Post-abortion mental health Return to fertility Healthy timing and spacing of pregnancies Advice on: Long-acting	1	0 0 0	
		methods	1 -77 -99	0	
44	Is the woman offered a method of family planning during the postabortion visit?	Yes		1 0	
45	Which of the following family planning services do you offer to unmarried adolescents?	Counsel for contraceptive methods	Yes 1	<u>No</u> 0	
	Read all options and select all that apply	Provide contraceptive methods Prescribe/refer for contraceptive methods None of the above No response	1 1 -77 -99	0	
46	Does this facility offer any service related to diagnosis, treatment, or	Yes			

	supportive services for HIV?					
47	Does this facility offer any service related to diagnosis, treatment, or supportive services for STIs other than HIV?	YesNo				Skip to 30 if No
	CHECK G: type of facility?	Hospital 1 Health center 2 Health Post 3 Health Clinic 4 Pharmacy 5 Retail 6 Other 96			2 3 4 5 6	Skip to 52 if I: 5, 6 or 7
48	Which of the following family planning services do you offer to clients who come in for HIV services: Read all options and select all that apply.	Counsel for contraceptive methods?		1 1 -77 -99	No 0 0	
49	During an HIV consultation does the provider: Ask the client about reproductive intentions?		Yes 1 1 1 1 1 1	No 0 0 0 0 0	DK -88 -88 -88 -88 -88	
	CHECK 15: Offer FP services/products? Yes No					Skip to SQ 57 if No
	CHECK G: type of facility?	Hospital 1 Health center 2 Health Post 3 Health Clinic 4 Pharmacy 5 Retail 6 Other 96				Skip to SQ5 2a if G: 6 or 7

50	May I see the room where examinations for family planning are conducted?				
	For each of the following items, check to see whether item is either in room where examinations are conducted or in an adjacent room.				
	O: Observed; RU: Reported, Unseen; NA: Not Available	<u>O</u>	<u>RU</u>	<u>NA</u>	
	Running water (piped)	1 1 1 1 1 1 1 1 1	2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2	-77 -77 -77 -77 -77 -77 -77 -77 -77 -77	
51	OBSERVE: Assess condition of family planning service area		<u>Yes</u>	<u>No</u>	
	Floor: swept, no obvious dirt or waste Counters/Tables/Chairs: wiped clean, no obvious dirt or waste		1	0	
	Broken equipment, papers, boxes around making area cluttered and dirty	 	1 1 1 1	0 0 0 0	
	Did the respondent give you a response? You must answer all of the above or none of the above	 	1	0	

Questions 52a – 52c will repeat for each method provided at this SDP: Methods selected in SQ31: [List of methods]

52 a	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? [52a-c will repeat for each of the methods that are provided at the facility according to SQ 31, except Female and Male Sterilization]	In-stock and observed	Skip to SQ 52c if 1 or 2
52 b	How many days has the [METHOD] been out of stock? [52a-c will repeat for each of the methods that are provided at the facility according to SQ 31, except Female and Male Sterilization]	# Days	Skip to SQ 53
52c	Has the [METHOD] been out of stock at any time in the last 3 months? [52a-c will repeat for each of the methods that are provided at the facility according to SQ 31, except Female and Male Sterilization]	Yes 1 No 0	
53	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	
57	Ask permission to take a photo to the entrance of the facility Did you get consent to take the photo?	Yes	

Thank the respondent for her / his time.

The respondent is finished, but there are still more questions for you to complete outside the facility.

LOCATION AND QUESTIONNAIRE RESULT					
	Take a GPS point outside near the entrance to the facility.				
N	Record location when the accuracy is smaller than 6m.	RECORD LOCATION			
	GPS coordinates can only be collected when outside.				
	CHECK 57: Permission to take photo?		Skip to Q if No		
0	Ensure that no people are in the photo	TAKE PICTURE CHOOSE IMAGE			
Р	Record the result of the Service Delivery Point Survey	Completed 1 Not at facility 2 Postponed 3 Refused 4 Partly completed 5 Other 6			