

## INTERVIEW GUIDE

### Barriers to Pharmaceutical Service Delivery in Post-Conflict Yemen, Aden

#### INTRODUCTORY SECTION

##### A. Opening Script

- Welcome and thank the participant.
- Briefly explain the purpose: *to understand key barriers affecting pharmaceutical service delivery in post-conflict Aden.*
- Assure confidentiality, anonymity, and voluntary participation.
- Ask for permission to audio-record.
- Provide a Participant Information Sheet (PIS) and Consent Form for the participant to sign.

##### B. Warm-Up Questions

1. Can you describe your current role and responsibilities?
2. How long have you been working in the pharmaceutical/health sector in Aden?
3. How has your work changed since the conflict began?

#### MAIN INTERVIEW QUESTIONS

Each section includes:

- **1 Main Question**
- **Targeted Probes**

Main Question:

1. **How does the conflict in Yemen affect the provision of pharmaceutical services?**

Probes:

- Can you describe the condition of health facilities, pharmacies, warehouses, and supply chains?
- How have electricity shortages, fuel shortages, or transportation issues affected medicine distribution?
- Have laboratory, cold chain, or storage capacities been disrupted? How?
- What specific challenges arise from damaged roads, communication lines, or facilities?
- How do these issues affect your daily work?

Main Question:

**2. In your experience, how do financial constraints influence pharmaceutical services in Aden?**

Probes:

- How do financial limitations affect procurement of essential medicines?
- Do pharmacies or facilities struggle to maintain stock?
- How has inflation affected medicine affordability for patients?
- What coping strategies do facilities or staff use when budgets are inadequate?

Main Question:

**3. How would you describe the current level of regulation in the pharmaceutical market in Aden?**

Probes:

- Are substandard, counterfeit, or unregistered medicines a problem?
- How effective are regulatory bodies in controlling imports, prices, and quality?
- Have you encountered issues with informal or illegal pharmaceutical markets?
- How does weak regulation affect trust, quality, and patient outcomes?
- What improvements are needed in regulation and enforcement?

Main Question:

**4. How have workforce issues, such as low salaries and migration of staff, affected pharmaceutical service delivery?**

Probes:

- Can you describe the current staffing situation in your facility or sector?
- Are pharmacists and technicians leaving the workforce? Why?
- How do low or delayed salaries impact motivation and performance?
- How does workforce shortage affect service continuity, quality, and access?
- How do these challenges impact patient care and service quality?

Main Question:

**5. What political, legal or administrative challenges affect pharmaceutical services in Aden today?**

Probes:

- Are there overlapping authorities or conflicting regulations?
- How do political divisions affect procurement, licensing, or supply chain operations?

- Do administrative processes (permits, customs clearance, approvals) delay service delivery?
- Are there legal ambiguities or enforcement gaps that complicate pharmacy practice?
- How has the political situation affected donor support, coordination, or governance?

Main Question:

**6. How does governance—or lack of it—impact pharmaceutical services in Aden?**

Probes:

- How transparent and accountable are processes related to procurement and distribution?
- Are there issues with corruption or favoritism?
- Do you feel policies are implemented consistently? Why or why not?
- How has interference by armed groups affected medicine delivery or humanitarian work?
- How does governance affect quality assurance and public trust?

Main Question:

**7. How has population movement, including displacement and internal migration, influenced pharmaceutical service needs?**

Probes:

- Have you seen increased demand for medicines due to displaced populations?
- Are health facilities and pharmacies able to meet the expanded needs?
- What challenges arise in serving populations living in temporary or overcrowded areas?
- How do displacement patterns affect supply chains or planning?
- What support systems (NGOs, donors, local authority) help manage the pressure?

## Closing Section

Recommendations & Final Reflections

- What do you think are the most urgent needs for improving pharmaceutical service delivery in Aden?
- What changes would make the biggest impact in the short term?
- What long-term reforms are necessary?
- Is there anything else you would like to add that we haven't discussed?