

In Depth Interview Guide for Pregnant Women

Objective:

- Understand their awareness, knowledge and perceptions regarding care around pregnancy and childbirth.
- Knowledge about the current government programs and schemes related to stillbirth.
- The barriers and facilitators in effective implementation and possible mitigation strategies for stillbirth prevention and care.

Framework: The in-depth interview is developed based on the six building blocks of the health system as the main framework, which includes the following dimensions: (1) Service delivery, (2) Health workforce; (3) Health information system; (4) Financing; (5) Governance and leadership; and (6) Access to essential medicine.

Interview Guide:

Opening Questions

1. Which month of the pregnancy are you in?
2. Is this your first child?
3. Which are the current services/programs provided to the pregnant women in your region?
 - a. Have you heard about *Janani Shishu Suraksha Karyakram, PM Matru Vandana Yojana, PM Surakshit Matritva Abhiyan, Janani Suraksha Yojana* etc?
4. Have you taken any services from these programs?
5. According to you how well are they running or are implemented?
6. What are barriers and facilitators of these programs?
7. How have you benefited from these programs?

Interview questions related to Health Systems Block-

Section 1: Service Delivery

1. Can you describe the antenatal and intrapartum care services you have accessed during your pregnancy?
2. How would you rate the quality and accessibility of these services?
3. Is the health service provider available at sub-centre or PHC when you want to access the health services?
4. Do you usually access public health facilities or private providers?
5. If you encountered complications during your pregnancy or childbirth, how easy was it to access emergency services?
 - a. What types of emergency services were available to you?

- b. Were there any barriers to accessing these services during emergencies?
6. What cultural beliefs or social norms in your community influence pregnancy and childbirth care?
 - a. How do these beliefs impact the way you or other pregnant women seek or receive care?
7. What improvements would you suggest to enhance the delivery of antenatal and intrapartum care services?

Section 2: Health Workforce

1. How have healthcare providers supported you during your pregnancy?
2. Have you encountered any barriers/challenges in interacting with healthcare providers?
3. How often have ASHAs visited you during the last year?
4. Can you please describe the purpose of their visit?
5. Which health care worker have you interacted with since your pregnancy?
6. How does the gender composition of healthcare providers in your facility impact the care you receive?
 - a. Do you feel more comfortable with healthcare providers of a specific gender?
7. What additional support would you like from healthcare providers during pregnancy and childbirth?

Section 3: Health Information Systems

1. How have you been informed about available pregnancy-related services and programs by anyone? Who informed you?
2. Are there any gaps or challenges in accessing information about pregnancy and childbirth?
3. In what formats have you received information about pregnancy and childbirth?
 - a. What challenges have you faced in understanding or accessing this information?
4. What improvements could be made to ensure better dissemination of information?

Section 4: Medical Products, Vaccines, and Technologies

1. Have you received all necessary medical products and services during your pregnancy?
2. Are there any challenges in accessing essential medical products or technologies?
3. Is traditional medicine commonly used in your community during pregnancy and childbirth?
 - a. Have healthcare providers offered any guidance on using traditional medicine alongside modern medical care?
4. How could the availability of medical products and technologies be improved for pregnant women?

Section 5: Financing

1. Have you faced any financial barriers in accessing antenatal and intrapartum care services?
 - a. Are there any out-of-pocket expenses during your pregnancy or childbirth?
 - b. How did these expenses affect your ability to access antenatal or intrapartum care?
2. Do you get any incentives under the current program?
3. Are there any suggestions for making these services more affordable for pregnant women?
4. What role do you think government programs and schemes play in financing pregnancy-related services?

Section 6: Leadership and Governance

1. Do you feel that pregnant women have a voice in decision-making processes related to healthcare services?

Closing questions:

1. Do you have anything more to add?
2. Do you have any specific suggestions for the public healthcare services provided to you during pregnancy and delivery?

In Depth Interview guide for healthcare providers including Medical Officers/ Community Health officers/ Gynaecologists/ Staff Nurse

Objectives:

- Understand the barriers and facilitators of providing care and implementation of government programs during antenatal and intrapartum care.
- Current status of implementation of the existing policies, programs and guidelines, challenges, and possible mitigation strategies for effective delivery of interventions.

Framework: The in-depth interview is developed based on the six building blocks of the health system as the main framework, which includes the following dimensions: (1) Service delivery, (2) Health workforce; (3) Health information system; (4) Financing; (5) Governance and leadership; and (6) Access to essential medicine.

Interview Guide:

Opening Questions-

1. Which institution are you working at?
2. What is your current position and responsibility?
3. What are your experiences in providing pregnancy-related services at this institution?
4. How long have you been working in this capacity?
5. What are your thoughts on the main causes of stillbirth in your community? Are there specific cultural beliefs or practices that influence these perceptions?
6. Are you involved in the delivery of any of these programs?

Interview questions related to Health Systems Block-

Section 1: Service Delivery

1. Describe the current programs which focus on pregnant women and their health especially to improve birth outcomes and prevent stillbirths?
(Consider the complexity of the programs e.g., easy-to-understand protocols, straightforward procedures and the adaptability of the programs e.g., ability to tailor to local needs, accommodate resource constraints.)
2. How well do you think the existing programs are meeting the needs of the pregnant women for better health outcomes (prevent stillbirth)?
 - a. Are there aspects of the programs that could be improved to better meet their needs?
3. Are you involved in delivery of any of these programs?

4. What are the main barriers/challenges faced in delivering these services?
 - a. What do you think will help improve these services or overcome these challenges?
5. How do you ensure the quality and accessibility of these programs to pregnant women?
6. How well the services are tailored to individual needs?
7. How does cultural beliefs and community dynamics influence service delivery and stillbirth prevention?
8. To what extent are you aware of the needs and preferences of pregnant women for better health outcomes?
(In your day-to-day interactions with pregnant women, what are their biggest concerns regarding stillbirth prevention?)
9. What barriers are pregnant women facing to avail the services under the program?
(From your observations, what specific challenges do pregnant women face in accessing or utilizing these programs? Consider factors like transportation, cultural beliefs, financial limitations, or program complexity.)
10. Can you describe how the infrastructure of your organization (physical layout, staffing levels, equipment availability) affects the implementation of stillbirth reduction programs?

Section 2: Health Workforce

1. What is the capacity of the health workforce especially working for these specific programs mentioned above? Are they sufficient?
 - a. If not sufficient, how does it impact the delivery of antenatal and intrapartum care services?
2. Are there any training or capacity-building initiatives for healthcare providers held under these programs?
3. Do you have specific detailed knowledge of your roles and responsibilities under these programs?
4. Does the health workforce specifically follow the guidelines/protocol for screening and management of pregnant women or work according to their experience and expertise?
5. What challenges do you expect to encounter in acquiring the necessary resources or the training that is required?
6. How would you describe the overall morale among healthcare providers in your facility?
 - a. Have you or your colleagues experienced burnout? What do you think contributes to it?
 - b. What measures are in place to address staff morale and prevent burnout?

Section 3: Health Information System

1. How is the data collected under the different programs?
 - a. Does it overlap under the different programs? How is the data managed?

2. How frequently is the monitoring and evaluation of these programs done?
3. What improvements are needed in health information systems to enhance the delivery of antenatal and intrapartum care?
4. How well do different health information systems in your facility communicate with each other?
5. Are there instances where information is not shared effectively between departments or systems?
6. What improvements are needed to ensure better interoperability?

Section 4: Medical Products, Vaccines & Technology

1. What medical products, vaccines, and technologies are essential for providing antenatal and intrapartum care?
 - a. How are the medical equipment maintained and calibrated at your facility?
2. Are there any challenges in ensuring the availability and quality of these products and technologies?
3. How can the procurement and distribution of medical products and technologies be improved for pregnancy and delivery related services?

Section 5: Financing

1. How much is the budget allocated under each program and how is it financed to your facility?
2. Do you face any financial barriers to provide these services?
3. What strategies can be implemented to ensure sustainable financing for antenatal and intrapartum care?
4. Do you get any help from the private sector for these services?

Section 6: Governance & Leadership

1. Describe the leadership and governance structures overseeing antenatal and intrapartum care services.
2. How do leadership and governance influence the delivery of these services?
3. What improvements are needed in leadership and governance to enhance antenatal and intrapartum care?

Closing Questions:

1. Is there anything that you feel is important to mention regarding your work or the programs you are involved in?
2. What are your hopes for the future of maternal and child healthcare in your area?

In depth Interview Guide for Community Health Workers including ASHAs/ANMs

Objectives:

- Barriers and facilitators of implementing the various interventions to enhance care of pregnant women and reduce adverse outcomes.
- Possible mitigation strategies and their role in service strengthening.
- Understand the CHWs' perspective about community members' attitude towards care during pregnancy and birth.

Framework: The in-depth interview is developed based on the six building blocks of the health system as the main framework, which includes the following dimensions: (1) Service delivery, (2) Health workforce; (3) Health information system; (4) Financing; (5) Governance and leadership; and (6) Access to essential medicine.

Interview Guide:

Opening Questions:

1. What is your role as a Community Health Worker in your community?
 - a. How long have you been working in this capacity?
2. What are your primary responsibilities related to maternal and child health?
3. What do you find most rewarding about your work, and what are the biggest challenges you face?
4. How would you define stillbirth for expecting mothers?
 - a. Can you share some of the most common causes of stillbirth you've observed in your practice?
5. Which government programs are available to support pregnant women in reducing stillbirth risk?

Interview questions related to Health Systems Block:

Section 1: Service Delivery

1. Can you describe the services you provide to pregnant women in your community?
 - a. How do you ensure that these services are accessible and of high quality?
2. What barriers do you face in delivering these services to pregnant women?
 - a. How do you overcome these barriers, or what strategies could be helpful in addressing them?
3. Are there any specific cultural beliefs or practices that influence service delivery?
4. Describe your experiences managing high-risk pregnancies and deliveries.

(Challenges faced e.g., foetal monitoring, access to equipment, skilled personnel, emergency services and information on successful strategies.)

5. Are there any extra measures you take when dealing with high-risk pregnancies?
6. What are your specific responsibilities when dealing with high-risk pregnancies?
7. How do you ensure that pregnant women and their families understand the importance of antenatal care and childbirth preparation?
8. What educational materials or approaches do you use to communicate with them?
9. What additional support do you need to deliver better services to pregnant women?
10. Have you come across any cases of stillbirth?
11. Do you think it could have been prevented? How and why?

Section 2: Health Workforce

1. The human resources: Do you have specific personnel to do the high-risk pregnancy management? Sufficiency? Task shifting?
2. How do you collaborate with other healthcare providers, like doctors, nurses, and midwives?
 - a. Are there any challenges in collaborating with other members of the health workforce?
3. What training have you received to carry out your role?
 - a. Please share your experience (if any) with training on high-risk pregnancy screening and management.
4. What additional training or capacity-building would help you perform your duties more effectively?
5. Are there any support systems in place for CHWs?

Section 3: Health Information System

1. How do you collect and report data on the health of pregnant women and newborns in your community?
2. Are there any issues with data accuracy or data management?
3. Have you undergone any specific training to manage high risk pregnancies and deliveries?
4. What are the biggest challenges you face in promoting awareness on stillbirth prevention in your community?
(the stigma associated with stillbirth, some cultural practices, can having a preference for a male child potentially result in negative outcomes during pregnancy if the community becomes aware of the gender before delivery)
5. What improvements would you suggest to make the health information system more effective?
6. Do you receive feedback based on the data you collect?

- a. If so, how is this feedback used to improve your work?

Section 4: Medical Products, Vaccines & Technology

1. What medical supplies and technologies do you use to support pregnant women in your community?
 - a. Are there any shortages or challenges in accessing these supplies?
 - b. How can the procurement and distribution of these items be improved?
2. How do you ensure that these medical products are used correctly and safely?
3. Are you responsible for transport of the pregnant women to healthcare facility for delivery? What are your experiences with the transport of women?

Section 5: Financing

1. Are there any financial barriers to implementing the programs and services you provide to pregnant women?
2. Do you think women or their families spend out of pocket during pregnancy or delivery? Is it required?
3. What could change the situation?
4. How does funding affect your ability to carry out your role?
5. What incentives or compensation do you receive for your work as a CHW?
 - a. Are these incentives adequate, and what improvements could be made?

Section 6: Governance and Leadership

1. Describe the leadership and governance structures in place for the programs you implement.
 - a. How do these structures affect your ability to deliver services to pregnant women?
2. How do you provide feedback or suggestions to the leadership regarding service delivery?
 - a. Are your inputs considered, and do they lead to changes in programs or policies?

Closing Questions:

1. What would you like to see changed or improved in the services provided to pregnant women?
2. Is there anything else you would like to add or suggest to improve the outcomes for pregnant women in your community?

In Depth Interview guide for Policy Implementers including District Health Officer/ State Health Officer

Objectives:

- Knowledge, skills, perspectives on existing interventions, challenges, and potential solutions.
- Facilitators and barriers in providing care/service delivery.
- Obtain insights into the implementation of the existing policies, programs and government of India guidelines targeting maternal health (peri-conception and pregnancy) and care at delivery, identifying any implementation challenges or gaps between policy and practice.

Framework: The in-depth interview is developed based on the six building blocks of the health system as the main framework, which includes the following dimensions: (1) Service delivery, (2) Health workforce; (3) Health information system; (4) Financing; (5) Governance and leadership; and (6) Access to essential medicine.

Interview Guide:

Opening Questions-

1. Could you briefly describe your role and responsibilities within the health system?
 - a. How long have you been in this role?
2. What current government programs or initiatives are in place to support maternal health in your district/state?
3. What is your perception about stillbirth?
4. What programs and policies related to maternal health are you responsible for overseeing?

Interview questions related to Health Systems Block-

Section 1: Service Delivery

1. Describe the key maternal health services offered in your district/state.
 - a. Are there specific services focused on reducing stillbirths and improving care during pregnancy and childbirth?
 - b. How well are these programs running currently?
2. What do you consider the most significant challenges or barriers in implementing these programs and policies?
 - a. How are you addressing these barriers, or what strategies could be helpful in overcoming them?
 - b. Are there specific cultural or community factors that impact their implementation?
3. What facilitators have you identified that help improve service delivery?

- a. Can you provide examples of successful interventions or strategies?
- 4. How do you ensure that healthcare providers follow the guidelines and policies designed to improve maternal health outcomes?
- 5. How well do you think the current programs are meeting the needs of the pregnant women in your district/state?
 - a. In what ways does the program meet their needs? E.g. improved access to services? Reduced wait times? Help with self-management? Reduced travel time and expense?
- 6. How do you think the beneficiaries in your district/Block are responding to the current programs?
- 7. To what extent are other districts/PHCs/RH implementing these kinds of programs in their own setting?
 - a. How does that affect support for implementing the programs in your own setting?
- 8. Can you describe the plan/strategy that was used for implementing the current programs?
 - a. How detailed was the plan? Who all were part of it? Was the plan overly complex? Understandable? Realistic and feasible?
 - b. What was your role in the planning process?
 - c. Do you plan to track the progress of implementation based on your plan?
 - d. What if you have to modify or revise your plan due to barriers, errors, or mistakes?
- 9. What additional resources or support would help strengthen service delivery in your district/state?

Section 2: Health Workforce

- 1. Do you have sufficient health workforce to implement and administer these programs?
 - a. [If Yes] What is the capacity available for maternal health programs?
 - b. Are the human resources easy to procure?
 - c. Do you use task-shifting to address workforce shortages?
 - d. Is the workforce overburdened, adequately burdened or under-utilised?
- 2. How do you procure necessary resources?
 - a. Who all are involved in helping you get or provide what is needed?
 - b. What challenges do you encounter?
- 3. What kind of training or capacity-building initiatives are provided to healthcare workers to support these programs?
 - a. Is the training adequate?
 - b. What additional training would be beneficial?
- 4. How do you encourage collaboration among healthcare providers to ensure effective service delivery?

5. Are there any specific challenges related to health workforce management that impact program implementation?

Section 3: Health Information System

1. Describe the systems used to collect and manage data on maternal health in your district/block.
 - a. How reliable and accessible is the data?
 - b. Are there any issues with data accuracy, consistency, or completeness?
(data from registers vs HMIS)
2. How do you use this data to monitor the effectiveness of maternal health programs?
 - a. Are there feedback mechanisms for healthcare providers to improve service delivery?
3. What kinds of information and materials about the current programs have already been made available to you?
 - a. Copies of materials?
 - b. Personal contact?
 - c. Internal information sharing; e.g., staff meetings?
 - d. Has it been timely? Relevant? Sufficient?
4. Who do you ask if you have questions or doubts about the programs or its implementation?
 - a. How available are these individuals?
5. What improvements would you suggest to enhance the health information system for better program implementation?

Section 4: Medical Products, Vaccines & Technology

1. What medical products, vaccines, and technologies are essential for providing effective maternal health services?
 - a. Are there any challenges in accessing these products or technologies?
 - b. What is the process of procurement and distribution? Does it need improvement? If yes, how can this be improved?
2. What measures are in place to ensure the correct and safe use of these medical products and technologies?

Section 5: Financing

1. How are maternal health programs financed in your district/block?

- a. Are there adequate funds to implement the programs effectively?
- b. What financial barriers do you face in implementing these programs?
- 2. Are there specific incentives or compensation schemes to encourage healthcare providers to deliver maternal health services?
- 3. What changes or additional funding mechanisms would improve program implementation?

Section 6: Governance & Leadership

- 1. Describe the governance and leadership structures in place to oversee maternal health programs.
 - a. How do these structures affect program implementation?
- 2. How does the leadership engage with healthcare providers and other stakeholders to ensure successful implementation?
 - a. Are there any barriers created by leadership, and how can they be mitigated?
- 3. What kind of support or actions can you expect from leaders in your organization to help make implementation successful?
 - a. Who are these leaders? How do attitudes of different leaders vary?
 - b. Do they know about the intention to implement the intervention?
 - c. What kind of support can you expect going forward? Can you provide specific examples?
 - d. What types of barriers might they create?
- 4. What steps have been taken to encourage individuals/NGOs/private organizations/other key stakeholders to commit to using the current programs?
 - a. Which individuals//NGOs/private organizations/other key stakeholders did you target?
 - b. How did you approach them?
 - c. What information did you give them?
 - d. How frequently and how did you communicate with them?
- 5. What is your role in providing feedback to the leadership about program implementation?
 - a. Are your suggestions considered, and do they lead to improvements?

Closing Questions:

- 1. What key improvements would you suggest to strengthen maternal health programs and reduce adverse outcomes?
- 2. What have you personally learned from your experiences working with maternal and child health programs?