

Research project on midwife-led birth centres: country case studies

Hello and thank you for coming. My name (moderator) is and my colleague (note taker) is We're both from the Research and Development Solutions, an independent research organization.

ہیلو اور آپ کے ٹائم دینے کا شکریہ۔ میرا نام (مادریٹر) ہے اور میرا ساتھی (نوٹ لینے والا) ہے ہم دونوں ریسرچ اینڈ ڈویلپمنٹ سلوشنز سے ہیں، جو کہ ایک تحقیقی تنظیم ہے۔

We are here today because we are conducting a study to learn more about the health services provided in your community. We would like to talk to you about your interactions with health workers in your community and the staff at this facility. We are particularly interested in learning about the information and services you received that are related to childbirth. The aim of the study is to better understand and evaluate the experiences of establishing FACILITYs in four countries, including your country.

This discussion will last approximately one hour. We do not anticipate any risks to you from participating in this research. Nor are there any direct benefits from participating in this discussion. The information you give us will help us learn about what is working well in terms of health services in your area, and what could be improved, and ultimately help improve services in this community.

یہ بات چیت تقریباً آدھے گھنٹے تک جاری رہے گی۔ اس انٹرویو میں حصہ لینے سے آپ کے لیے کسی بھی قسم کا خطرہ نہیں ہے۔ اور نہ ہی اس بات چیت میں حصہ لینے کا کوئی براہ راست فائدہ ہے۔ آپ ہمیں جو معلومات دیں گے اس سے ہمیں یہ جاننے میں مدد ملے گی کہ آپ کے علاقے میں صحت کی خدمات کے حوالے سے کیا کام اچھا ہو رہا ہے، اور کن چیزوں کو بہتر بنایا جا سکتا ہے، اور بالآخر اس کمیونٹی میں خدمات کو بہتر بنانے میں مدد ملے گی۔

I want to emphasize that everything you tell us will be kept confidential. We will not share anything you say outside the study team and your name will never be used in the report we prepare. Instead, the report will combine the information you give us today with information from other people.

میں اس بات پر زور دینا چاہتا/چاہتی ہوں کہ جو کچھ بھی آپ ہمیں بتائیں گے اسے خفیہ رکھا جائے گا۔ ہم مطالعاتی ٹیم کے باہر آپ کی کہی ہوئی کوئی بھی چیز شیئر نہیں کریں گے اور ہماری تیار کردہ رپورٹ میں آپ کا نام کبھی استعمال نہیں کیا جائے گا۔ اس کے بجائے، رپورٹ آپ کی آج کی معلومات کو دوسرے لوگوں کی معلومات کے ساتھ جوڑ دے گی۔

Your participation in this discussion is voluntary, meaning it is your decision whether to participate in this study. You can also choose not to answer questions that you would prefer not to answer and withdraw from the discussion at any time you like.

اس بات چیت میں آپ کی شرکت رضاکارانہ ہے، یعنی یہ آپ کا فیصلہ ہے کہ آیا اس مطالعہ میں حصہ لینا ہے یا نہیں۔ آپ ان سوالوں کے جواب نہ دینے کا بھی اختیار رکھتے ہیں جن کا آپ جواب نہیں دینا چاہیں گے اور جب چاہیں اس بات چیت سے دستبردار ہو سکتے ہیں۔

Do you have any questions on what I just shared with you?

[ANSWER QUESTIONS]

Do you give your consent to participate in the study?

We would like to record the discussion because we don't want to miss any of your comments and we want to make sure that our notes are accurate. Again, we will keep the recording private and no one except the research team will have access to the information you share during the discussion.

ہم اس گفتگو کو ریکارڈ کرنا چاہیں گے کیونکہ ہم آپ کے کسی بھی تبصرے کو نہیں چھوڑنا چاہتے اور ہم اس بات کو یقینی بنانا چاہتے ہیں کہ ہمارے نوٹس درست ہوں۔ ایک بار پھر، ہم اس ریکارڈنگ کو خفیہ رکھیں گے اور تحقیقی ٹیم کے علاوہ کسی کو بھی ان معلومات تک رسائی حاصل نہیں ہوگی جو آپ گفتگو کے دوران شیئر کرتے ہیں۔

Do I have your permission to record?

Note to facilitator/note-taker: If all the participants consent and agree to being recorded, thank the participants for their time and proceed with the discussion and **START RECORDING**. If any participant does not consent, say thank you allow him/her to leave, and continue with the participants who provide consent.

انٹرویو کے لیے نوٹ: اگر شرکاء رضامندی دیتے ہیں اور ریکارڈ کیے جانے پر اتفاق کرتے ہیں، تو شرکاء کے وقت کے لیے ان کا شکریہ ادا کریں اور گفتگو کو آگے بڑھائیں اور ریکارڈنگ شروع کریں۔ اگر کوئی شریک رضامندی نہیں دیتا ہے، تو شکریہ ادا کریں اور اسے جانے کی اجازت دے دیں، اور رضامند شرکاء کے ساتھ انٹرویو جاری رکھیں۔

If at any time you have any questions about this study or any questions related to your rights, please contact national consultant RADS (info@resdev.org, (051) 4859482).

Respondent name: _____
I have read this form. The study has been explained to me and all my questions answered.
Respondent signature: _____
Date: _____

Guiding questions in key informant interviews with decision makers

Interviewer Name			
Note Taker Name			
Start Time		End time	
Respondent Name		Respondent contact	
Interview Date			

Interviewer note: It is always better to start with a very general and very open question. The openness of the question allows the informant to understand that you seek detailed answers.

Remember, the initial few minutes are very important to establish rapport between you and the participants. In addition to the assurance of confidentiality of the information you are going to collect, you must let your informant understand that you intend to engage in conversations and are not seeking yes/no answers.

Try to ask all the questions below in the order given, but it is more important to maintain the flow of discussion. Suggested probes have been included.

Hello and thank you for coming. My name (moderator) is and my colleague (note taker) is We're both from the Research and Development Solutions, an independent research organization.

	Question	Probe
Introductory questions		
1.	I'd like to begin by asking you a bit about your background. Tell us about yourself	- Name - Age - What is your educational qualification?
2.	Now let us talk about your work in relation to midwifery centres in Pakistan	- What is your designation? - What are your responsibilities with the organization/department? - How long have you been working in this position? - How long have you been associated with this organization? - How has your work revolved around midwifery centres?
3.	What do you know about the history of midwifery centres in Pakistan	- When were they established - Why were they established - Who was involved in setting them up
4.	What type of midwifery centres exist in Pakistan	- Locations? - In addition to childbirth, what services do they offer? - Describe the design/layout of these centres? - Are they public or private? - How are they funded? - Who can access care at a midwifery centres?
Facility support and service provisions		

5.	How does the government support the midwifery centres?	What is the position of government in relation to midwifery centres?
6.	Which other organisations (e.g. NGOs) support the midwifery centres	In what ways?
7.	How is the community engaged or involved	- What factors encourage women to use midwifery centre services - What factors encourage women to trust the midwifery centre services
8.	How are midwifery centre services made affordable for the users	- What is the main payment method for service users? - What financial support does the government provide for service users?)
9.	How do the midwifery centre services fulfil the community's needs	- Social needs - Cultural needs - Clinical needs - What would it look like if they were to meet the community's needs fully
10.	What are three main things that need to happen to make the services more affordable, acceptable and fit for purpose?	Probe for respondent's suggestions and recommendations
11.	How do midwifery centres fit within the wider health system?	
12.	How does the referral system work?	- How are referral pathways integrated within the health system? - What would an ideal referral system look like? - How is the information communicated and shared with all levels of care? - How are service users told about the referral system? - What happens when the referral system functions well?
13.	What data management systems do you have?	- Could these be strengthened? - How?
14.	How are supplies and equipment for providing high quality services at midwifery centres ensured?	What does the supply system look like when supplies and resources are fully provided?
	Facility workforce	
15.	Describe the ideal staffing levels for midwifery centres	- workforce numbers and cadres? - Qualifications? - How can these levels be achieved?

16.	Who is in charge of the midwifery centres?	- If midwives or nurse-midwives, ask for more information about: 1) which cadres of midwife or nurse-midwife 2) how they are different from any other type of midwife that exists in the country - Are the in-charges autonomous, or do they report to a higher authority?
17.	What are three things you would change in terms of workforce and infrastructure at the midwifery centres?	
18.	What factors facilitate effective coordination and partnership between midwifery centres and other types of health facility?	- Please give examples of when effective coordination/partnership was achieved and how - How could this be improved?
19.	What factors facilitate effective coordination and partnership between midwives in midwifery centres and other health professionals involved in maternal and newborn health care?	- Please give examples of when effective coordination/partnership was achieved and how - How could this be improved?
20.	What competencies should providers have to work within a midwifery centre?	- How can these competencies be achieved? - What support would providers need? (trainings, financial support etc.?)
21.	In what ways are the services provided within midwifery centre evidence-based?	- What guidelines or standard operating procedures (SOPs) exist (if any) - Do all providers follow the guidelines? - How do you know?
22.	What does high quality care in midwifery centres look like	- What factors facilitate high quality care in midwifery centers - How is the quality of care assessed and evaluated? - Do sites have a data management system?
23.	If you were planning to improve the quality and efficiency of midwifery centre services, what would be the three main things you would do?	
24.	What modern approaches or technology are used as part of midwifery centre services?	Please give examples of how these have been useful/valuable.
25.	What 3 aspects of midwifery centre in this country are you most proud of and why?	- Is there something innovative and unique that is provided as part of midwifery center services, and other facilities may not deliver that? - Do midwifery centers serve communities who might otherwise not be able to access care?