

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 work in this community and the services provided 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 such facilities in four countries, including Pakistan.

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. I give my consent to participate.
Respondent signature: _____
Date: _____

Guiding questions in Focus group discussions with Health workers

Moderator Name: _____

Note Taker Name: _____

Number of Participants: _____

Date of FGD: _____

Place/Venue: _____

Start Time: _____

End Time: _____

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
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	Question	Probe
Introductory questions		
1.	As you know my name is [MODERATOR NAME] and my colleague is [NOTE TAKER NAME], and we are from Research and Development Solutions. I'd like to begin by asking you a bit about your background. Could we go around the room and have each of you give a brief introduction.	- Name نام - Age عمر - Gender - What is your educational qualification? آپ کی تعلیمی قابلیت کیا ہے؟
2.	Now let us talk about your work in this facility	- What is your designation? آپ کا عہدہ کیا ہے؟ - What are your responsibilities with the organization/department? اس آرگنائزیشن/محکمہ میں آپ کی کیا ذمہ داریاں ہیں؟ - How long have you been working in this position? آپ اس عہدے پر کتنے عرصے سے کام کر رہے ہیں؟ - How long have you been associated with this facility? آپ اس آرگنائزیشن سے کتنے عرصے سے وابستہ ہیں؟ - Did you choose to work here or were you just deployed here?
3.	Describe your colleagues at the facility	- who else works with you? - how do their roles and responsibilities compare to yours? (how are they same/different?) - Who is in charge - What does "being in charge" entail

4.	Do facilities receive support of any kind?	- How does the government support facilities? - How do other organizations (e.g. NGOs) support facilities?
5.	How is the community engaged or involved	- What factors encourage women to use midwifery centre services - If you were a pregnant woman, what factors would make you trust the facility services? WHY? - What does an ideal relationship between a facility midwife and her client look like?
6.	How do you address the specific needs of the community?	- Are there any barriers or enablers? - What would you do to make the services more acceptable by the community?
7.	Is there something innovative and unique that your facility provides and that facilities do not?	How does this benefit the clients and/or the health care providers?
8.	Is there any modern technology that you are using as part of facility services?	- How does this benefit the clients and/or the health care providers? - What kind of technology would improve services in future?
9.	How do you facilitate access to facility services for those who might find it more difficult to access care here, e.g. because they are poor or cannot easily travel?	How could you improve this in future?
10.	What is the main payment method for service users?	- Which women can afford midwifery centre services? - Does the government or other organisations arrange any financial support for the service users? (explore in detail)
11.	How do you ensure that the facility has all the supplies, equipment and resources it needs to provide high quality services?	
12.	What kind of information do you record about facility performance?	- Is there a central data management system? - How does it work? - How do you ensure compliance with data collection requirements?
13.	How do you manage emergency/ complicated cases?	- Where do you refer the client? - What kind of agreement with other health facilities do you have? - How do they get there? - What does it look like when the referral system works well?
14.	What are the best things/moments for you as a provider working in facility	- What do you enjoy the most? - How do you feel about working within a midwifery facility? - What would you like to change in future to make the situation better for you? (probe for burnout, supports and workload)
15.	What competencies do providers need to work in a facility?	- Do you think all health care providers in this facility have all the required competencies? - If not, what should be done to improve it?
16.	How do you ensure that the care that you provide is evidence-based?	- What main guidelines and standards do you use? - Are those guidelines helpful? - What else needs to be done?
17.	Is there a defined high-level approach that you are using in your work?	Probe for any approaches defined/written by government, NGOs, university, etc.
18.	In what ways is the care provided client/women-centred?	

19.	If you were planning to improve the quality and efficiency of facility services, what would be the <u>three main things</u> you would suggest?	
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