

Positive Facility Outliers Key Informant Interview Guide

Goal: Obtain a deeper understanding of the positive outliers identified in the quantitative analysis and identify successful change ideas for increasing and/or maintaining high coverage rates which can be shared with other facilities. These interviews will help us to understand the “how” and “why” of performance.

Instructions for the interviewer(s)

- Before the interview
 - With PO1 identify what type of outlier and which evidence-based interventions (EBIs) you are focusing on, which will inform the questions you will be asking
 - Look at data summary (provided by PO1) which includes information about the facility’s contextual factors
 - Schedule the in-person or virtual interviews at a convenient time for the people being interviewed and are also feasible for you if the interviews are being conducted in person
 - Targeted interviewees include hospital’s newborn unit head, nurse leads, doctors and other individuals who the country teams feel would provide relevant insight
- At the interview
 - Begin by introducing yourself and expressing gratitude for their participation
 - Clearly state the purpose of the interview
 - See script below
 - Obtain informed consent
 - If not obtained stop the interview
 - Ask additional permission for an audio recording of the interview for further analysis. Digital recorders should be checked if they are functional before recording and have a back-up.
 - Record the interview accordingly (only audio record) and take notes during the interview. If the participant declines the audio recording continue with note taking.
 - Collect relevant demographic information about the interviewee, such as their role, years of experience, age, gender, educational background and specific responsibility related to small and sick newborn care
 - Collecting this information can either occur verbally at the beginning of the interview or you can use the “Demographic Information Form” at the end of this document to have the participant fill it out after the interview
 - Emphasize the importance of honest and open responses, that there are no wrong answers, and that confidently of their responses will be maintained and nothing they share during the interview will be shared in a way that could identify them
 - Share a printout of the coverage rates for the specific indicators that you will be discussing with the facilities as a starting point for your discussion

- This sheet can be shared with the facility via email prior to the discussion if it is happening virtually
- Use the interview guide as a roadmap but be flexible to explore relevant topics in more detail
- Note taker should document notes on key points and follow-up questions, and the interviewer can keep their own notes as well if they'd like
- Encourage examples or anecdotes to provide the details which are necessary to help us understand how these facilities were successful
 - Example the 5 Hows and 5 Whys

Demographics Questions *(Only the bolded questions are required, country teams can decide if they want to ask all of these questions or just the bolded ones)*

1. What is your gender?
2. What is your highest level of education completed? (including cadre)
- 3. What is your job title?**
- 4. How many months or years of experience do you have with this position?**
- 5. How many months or years of experience do you have on this neonatal unit?**
- 6. Are you a member of the quality improvement team or ward improvement team?**
- 7. If yes, what is your role on the quality improvement team or ward improvement team?**
8. Are you a mentor or champion for small and sick newborn care at your facility?
9. Which newborn care trainings have you attended so far?

Interview Script

This interview aims to understand why some facilities, like yours, excel in newborn care coverage. We want to learn about the strategies and changes that have led to your success so we can share these lessons with other facilities. The discussion will take about 45-90 minutes.

We are interested in hearing the details of how you and the team at this site were able to improve. If there are areas where you are not sure, please let us know and if there are people we should be talking to. There are no right or wrong answers, we are interested in your honest opinion, and everything you say during this interview will be kept confidential.

Would you agree to have us audio recording our conversation? This will help us make sure we get your responses correctly. These will be stored securely and once they have been transcribed and deidentified they will be destroyed.

Interview questions for coverage outliers

Your site has been chosen because it is a [rapid progressor/high sustainer] in the following [CPAP, KMC, Phototherapy, No hypothermia].

Congratulations on that achievement! We would like to learn what has made this achievement possible. We are talking to you because you've had great success, and we want to learn how you did it so we can share those successful strategies to help other facilities achieve the same goals.

Based on why the facility was selected ask the following questions for the specific outlier type and each EBI separately (CPAP, KMC, Phototherapy, No hypothermia).

For improvers and sustainers

1. How many QI projects has your facility conducted on [EBI]?
2. Which QI project do you think was the most successful? Why?
 - a. How did you implement the project?
 - b. How did you perform it?
 - c. How did you measure it?
 - d. How did you know it worked?
 - e. Who was involved in the QI team?
 - f. How was the team supported?
3. When considering [EBI], what things do you think helped you to accomplish your increase and/or sustainment in coverage?
 - a. How do you think these things supported your coverage rate increase?
 - b. What are the steps you took to accomplish this?
 - c. What education tools/resources did you need?
 - i. Who provided these resources?
 - d. Which individuals were involved in supporting this?
 - i. What were their roles?
 - ii. How often were you all in communication about these things?
 - e. What financial support was needed to accomplish this?
 - i. How was this financial support obtained?
 - f. How was the change idea encouraged among staff?
 - i. Who provided this encouragement?
 - g. **For sustainers:** How did you maintain these things?

Probe: Are there additional reasons why you think your coverage rates rapidly improved/sustained for [EBI] that we have not discussed yet?

4. When considering [EBI], were there any challenges encountered?
 - a. How did you overcome them?
5. Do you have any final comments, questions you would like to share with us today?

If there is still time after answering the questions above, you may ask any of these general questions about facility contextual factors which we know are helpful in implementing care for small and sick newborns.

1. At your facility was maintaining trained personnel a challenge (for nurses and biomedes)?
 - a. If yes, what did you do to try and overcome that challenge?
 - b. If no, how did you maintain trained personnel?
2. How did the leadership at your facility support the team with delivering [mention all outlier EBIs]?
 - a. How did the leadership with your country (Ministry of Health) support your facility with performing [outlier EBIs]?
3. How do you think family involvement in care supported the sustained/rapid improvement in coverage for [all EBIs]?
 - a. If yes, what actions did you take to encourage family involvement while the newborn was receiving care?
4. What was the role of NEST-IT in supporting your facility's ability to sustain/increase coverage for [outlier EBI]?
 - a. How did you encourage staff to use NEST-IT?
5. **For KMC specifically:** Does your facility have educational materials that you can give to mothers and family members?
6. **For KMC specifically:** Are KMC surrogates used when the mother is unavailable?
 - a. If yes, is this a family member or someone else?
 - b. Are there visitor restrictions with surrogates?
7. **For KMC specifically:** Does your facility perform KMC in line with the national policy requirements?
 - a. If yes, what factors help you achieve this?
 - b. If no, what factors prevent you from doing this?

Demographic Information Form

Date:

Participant ID number (completed by interviewer):.....

Participant Cadre (completed by interviewer):.....

Participant Gender:.....

**What is your highest Level of Education:
(Cadre).....**

What is your job title?.....

How many months or years of experience do you have with this position?.....

How many months or years of experience do you have on this neonatal unit?.....

Are you a member of the quality improvement team or ward improvement team?
Yes No

What is your role on the quality improvement team or ward improvement team?

Are you a mentor or champion at your facility? Yes No

Which newborn care trainings have you attended so far?