

Introductory script

Thank you for taking the time to participate in this interview today. I am (interviewer name), and I will be facilitating this interview.

First, I would like to share some background information about the project. This study focuses on exploring the factors that influence use of national, institutional, or WHO paediatric treatment guidelines for pneumonia, diarrhea, and severe acute malnutrition (SAM). The purpose of the study is to learn from health workers about their experiences with using specific paediatric treatment guidelines as well as to understand the factors that make it easier or harder to use guidelines.

You are invited to participate in this focus group discussion/in-depth interview because you provide clinical services to children hospitalized with pneumonia, diarrhea and SAM in this facility. If you agree to participate in the interview, we will ask you questions about your experiences using paediatric treatment guidelines in your institution. This information will help us gain insights into how to improve paediatric treatment guidelines and opportunities to increase correct use of guidelines within paediatric care.

Participating in this interview is voluntary and this conversation is completely confidential. Your name or the name of your organization will not be shared in any way. With your permission, I would like to audio record this conversation for transcription purposes. Only designated research team members will have access to the recording and transcription. We will ensure secure storage of them. Please refrain from using names or other details that might reveal the identity of any individuals in your organization.

Please take a moment to review the informed consent form and, once you have finished reading it and if you agree with its contents, you can sign the form. I'll wait a few minutes to give each of you a chance to read the form and decide if you would like to participate.

Interview Guide

Sl.	Questions
1	Please tell me a bit about your daily roles and responsibilities as a health care provider.
2	What guidelines do providers in your facility use to provide clinical care to acutely ill, hospitalized children? Probe: • What about for pneumonia, diarrhea and SAM specifically? • Are these national guidelines? Facility guidelines? WHO guidelines?
3	What training have you received about these guidelines? Probes: • When did you first receive these trainings? • How often do you receive these trainings about guidelines? • Do you think these trainings adequately prepared you to apply these guidelines? Why or why not?
4	Now I would like to ask some questions specifically about guidelines for pneumonia, diarrhea, and SAM. In general, do you think providers at your facility tend to strictly follow these guidelines? Please explain. Probes: • If no, do providers think there is a better option than the existing guidelines?
5	How important do you think it is for providers to <u>strictly</u> follow these guidelines in the management of acutely ill children?

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	Probes: • What do you think are the advantages of strictly following these guidelines? • When specifically might it be important to strictly follow the guidelines? Can you provide an example from your own work?
6	Do you find yourself strictly following guidelines in your own work? Why or why not?
7	Can you think of any disadvantages of strictly following these guidelines? If yes, could you please elaborate? Probes • When might it be important not to follow the guidelines? • Could you narrate an example from your own work?
8	How challenging do you think it is to follow the guidelines for managing pneumonia, diarrhea or SAM in hospitalized children? Please explain. Probes: • Please tell me more. Why do you think providers in your facility, at times, do not use guidelines? • When providers do not use guidelines, how do you think they are making clinical decisions?
9	Do you think patient outcomes vary based on whether guidelines are followed strictly or not? Please provide an example. Probe: • To clarify, do you think interventions focused on improving guideline adherence in your facility would improve patient outcomes?

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10	In your experience, what influence does supervision of healthcare providers have on guideline use? Probes: • Do supervisors refer to guidelines when they provide clinical feedback or advice? • Do supervisors encourage providers to consult guidelines for pneumonia, diarrhea, and SAM patients? • Do supervisors take any actions if providers do not follow guidelines for managing patients?
11	Is there anything about the environment or organization of a health facility that makes it harder to follow guidelines?
12	Is there anything about the environment or organization of a health facility that makes it easier to follow guidelines? Probes: • Do you receive any specific support in following the guidelines? Support might include supervision, job aids, workplace norms, support from colleagues, and so forth. • Would you appreciate a specific type of support in the future? Please provide an example.
13.	Is there anything about the workplace culture that makes it harder to follow guidelines? By workplace culture I mean the social norms and operating procedures that guide the interactions between health workers here. Probes: • Do you face any specific challenges around supervision, workplace norms, organizational management, etc.?
14	Likewise, is there anything about the workplace culture that makes it easier to follow guidelines?
15.	Have you found it challenging to follow guidelines with certain patient presentations? Probes

	• Have you observed any specific challenges in applying guidelines for different diagnoses and severities, for example: severe vs. non-severe pneumonia, acute watery diarrhea vs chronic diarrhea or dysentery, SAM with complications vs without? • Do you think guideline adherence differs if a patient has received prior care and is returning to the facility? If the paediatric patient has multiple diagnoses? •
16.	Have you found it challenging to follow guidelines with certain patient presentations? Probe • Have you observed any specific challenges applying guidelines if the patient came from a specific socio-economic background?
17	Have you come across any guidelines that were particularly helpful in your clinical decision making? Please explain. Probes • What about these guidelines makes them particularly useful, in your opinion? (If examples are needed: were the guidelines well organized? Were they clear? Were they relevant to complex cases as well as simplistic cases?)
18.	Have you come across any guidelines that were particularly unhelpful in your clinical decision making? Please explain Probes • Why do you think that these guidelines were not helpful? (If examples are needed: were the guidelines not well organized? Were they not clear? Were they not as relevant to complex cases as they are to simplistic cases?) • Have you ever observed conflicting recommendations within a guideline? How do you make clinical decisions in such circumstances? • What particular changes would you suggest that could make the guidelines more useful for providers like yourself?

19	What ideas do you have for improving use of pediatric clinical guidelines in your setting? Probes • Would these recommendations differ if we are talking about diagnosis guidelines as opposed to treatment guidelines, or vice versa? • [If the participant recommends training]: What strategies for improving guideline use do you think might be effective above and beyond training?
20.	Is there anything else that you think is important for me to know about paediatric treatment guidelines regarding diagnosis or treatment? Your feedback will be very helpful for understanding how to improve the design and implementation of guidelines in Kenya, and more broadly. Thank you so much for your time, I really appreciate it. We look forward to sharing a short summary of this research with hospital staff in about 3-5 months time.