

FOCUS GROUP DISCUSSION GUIDE FOR COMMUNITY MEMBERS

Heshima: Promoting dignified and respectful care during childbirth in Kenya

Part A: General Information

Target group: interview CHWs who participated in the program for best performing and poor performing sites.

Date of discussion:		Moderator:			
Venue :		Note-taker:			
Time start:		No. Participants at start:			
Time stop:		No. Participants at stop :			
Catchment site for FGD/facility		County:			
Participant	Interview Number	Gender (M/F)	Age	Highest Level of Education	period involved in project
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					

Role in program and implementation experiences

1. Can you please tell us about your experience in implementing interventions to reduce the occurrence of D&A in this setting?

Probe:

- *What was your role in the project?*
- *How were you involved in the project?*
- *What activities were you involved in? (participation in training, maternity open days, community engagement, advocacy)*
- *What other activities were implemented?*

2. Let us now talk about your experiences in the program

Probe:

- *Was the project implemented as per planned activities?*
- *In your opinion was the intervention implemented optimally?*
- *What worked well in terms of implementation process? Why do you say so?*
- *What did not work well? Why do you say so?*
- *If the interventions did not work, what are the potential ways in which the intervention can be improved? (Who needs to be involved, what activities and why)*
- *Are there any other ways in which D&A can be reduced in our health facilities during child birth?*

Assessing key achievements of intervention

3. What is your experience in dealing with community members who complain of poor treatment at the facilities during child birth?

- *What was the complaint about?*
- *How was the complaint handled?*
- *Give us your experience on that process- was it successful*
- *Give us the perceptions of the aggrieved individuals on how the issues was resolved*

4. What can you say are the key achievements of the project?

Probe:

- *What aspects of the intervention package were useful in improving how clients are handled during child birth?*
- *What do you think is the most significant change that has taken place in this facility since Heshima started?-(e.g. reduced occurrence of D&A, improved provider client behavior)*
- *How has the project impacted on your relationship with the facility?*
- *Has there been an increase in the number of reported cases of D&A?*
- *Do clients express themselves more than before?*
- *Do providers listen to clients more than before?*
- *Do clients have a voice?*
- *What factors contributed to the achievements seen?*
- *Please can you tell us how the Heshima project has affected you as an individual in the way you relate to the community and facility*
- *What benefits have the community seen as a result of this intervention?*
- *What are the benefits to the facility?*

5. What other measures has the community put in place (Other than Heshima activities) to mitigate the occurrence of D&A during child birth?

Probes

- *Existing measure put in place-what are they*
- *Why were they put in place*
- *Who supported the initiative?*
- *Any evaluations done to examine their effectiveness?*
- *How effective are they?*

Lessons learnt during the implementation

6. What are the key lessons you have learnt in the course of implementing Heshima package of interventions?

Challenges faced while implementing the program

7. What are the greatest problems or challenges that you faced as CHWs when implementing the project in this community? Why do you say so?
8. How did you overcome the challenges that you faced?
Probe for each set of challenges how they managed it

Sustainability and institutionalization of the interventions

9. What forums/structures exist for community members and the health management to promote dignified and respectful care during child birth?
 - *At the community*
 - *Facility –providers and management level*
 - *Civil society CBO activities*
10. How can the community enhance existing structures or create new ones to promote dignified and respectful care during child birth
 - *What structures need to be enhanced*
 - *What new ones can be created*
11. What activities would be appropriate to ensure that the interventions at community level to promote dignified care during child birth are sustained?
 - *What activities can be sustained*
 - *How can such activities be implemented*
 - *Who can be responsible for implementing such activities?*
 - *What Resources are required*
 - *How will the community monitor the activities for accountability*

Scalability of promising elements of the intervention

12. What elements of the intervention package are useful for scale up?
 - *Name the elements*
 - *For each of the issues mentioned, ask why they say so*
 - *What aspects need modifications?*
 - *What are the suggestions for the modifications?*
 - *What do you do think should have been done differently? Why?*
 - *What recommendations can you give for future programs?*