

Appendix IV.1 Form 5—Clinic Personnel Interviews

INFORMED CONSENT TO BE READ WORD FOR WORD TO THE INTERVIEWEE:

The objective of this interview is to determine quality of care and gender sensitivity of services provided by this clinic, as well as to know institutional policies related to gender equality. Everything you say will be kept confidential. This interview will take no more than 10 minutes.

(IF THE PERSON AGREES TO BE INTERVIEWED, THEN CONTINUE; OTHERWISE, END THE INTERVIEW.)

GENERAL INFORMATION (FILL IN THIS SECTION BEFORE BEGINNING THE INTERVIEW.)

1. Interviewer _____

2. Evaluation coordinator _____

3. 3. Position in the institution _____

4. Institution _____

5. Clinic _____

6. Level of care

- Primary
- Secondary
- Tertiary
- Specialty

7. Municipality _____

8. Department _____

9. Sex of interviewee

- Male
- Female

10. Position

- Physician
- Nurse
- Counselor
- Administrative Personnel

11. Seniority _____ years in the position

INTERVIEW PERSONNEL WHO HAVE AT LEAST
ONE YEAR SENIORITY IN THE POSITION.

12. Date ____/____/____ (day/month/year)

PROCEDURES AND PRACTICES

Nº	Question	Answer	Pass	Std	
The following questions refer to institutional procedures and practices:					
13	During the past year, did you make a suggestion or recommendation to the management or director?	Yes	No	NO↓ 16	
14	Did you use a written or verbal format to make your suggestion?	Yes	No	NO↓ 16	
15	Has this suggestion or recommendation been put into practice?	Yes	No		I.6
16	In general, do you think the director or manager of this clinic is receptive to personnel opinions and suggestions?	Yes	No		I.5
17	Do you feel motivated to make suggestions and give opinions?	Yes	No		I.7
18	In general, would you define the work environment as friendly, where every employee's opinion and vote count?	Yes	No		I.8
19	If you have a family situation that requires your presence, do you feel that you can openly ask your supervisor for permission to leave work?	Yes	No		I.9
20	Do you feel preferential treatment is given to employees of one sex?	Yes	No		I.10
21	Are there services for which the client needs his or her partners's consent?	Yes	No		I.13
22	Do you know whether providers wait half an hour after they arrive to start with consultations?	Yes	No		II.16

GENERAL CONCEPTS

Nº	Question	Answer	Pass	Std
Let us move to a few general concepts:				
23	What is the difference between sex and gender?		25	
24	FILL OUT LATER: Did the provider differentiate correctly between the two concepts? (BASED ON QUESTION 23)	Yes	No	III.3
25	How would you define sexual and reproductive health?		27	
26	FILL OUT LATER: Did the provider define sexual and reproductive health correctly? (BASED ON QUESTION 25)	Yes	No	III.1

Nº	Question	Answer	Pass	Std
27	What sexual and reproductive health services does the clinic provide?		29	
28	FILL OUT LATER: Did the provider correctly describe at least 80 percent of sexual and reproductive health services provided in the institution? (BASED ON QUESTION 27)	Yes No		II.18

MOVE ON TO THE FOLLOWING QUESTIONS ONLY IF THE PERSON INTERVIEWED PROVIDES SEXUAL AND REPRODUCTIVE HEALTH SERVICES AND COUNSELING.

CONTENT OF THE CONSULTATION OR COUNSELING SESSIONS

Nº	Question	Answer	Pass	Std
29	Do you feel there are cultural or medical barriers to talking about sexual and reproductive health issues during consultation/counseling?	Yes No		II.6
30	What contraceptive methods are actually delivered in this clinic?			
31	How should these methods be used, and how effective are they? Please explain each briefly.		33	
32	FILL OUT LATER: Did the provider know the contraceptive methods available in the clinic? (BASED ON QUESTIONS 30 AND 31)	Yes No		III.2
33	Do you know the dual protection method? Explain.			
34	Do you always mention the dual protection method to clients? Explain.	Yes No	36	
35	FILL OUT LATER: Did the provider know and promote the dual protection method? (BASED ON QUESTIONS 33 AND 34)	Yes No		II.20

Nº	Question	Answer		Pass	Std
36	What is a Pap smear?				
37	Should all women have a Pap smear?				
38	If so, with what frequency should women have a Pap smear?				
39	Do you always promote the Pap smear in your consultations?	Yes	No	41	
40	FILL OUT LATER: Does the provider know how to perform the Pap smear and promote it in the clinic? (BASED ON QUESTIONS 36 – 39)	Yes	No		II.21
41	What is breast self-examination?				
42	Should all women conduct a breast self-examination?				
43	How frequently should women conduct a breast self-examination?				
44	Do you always promote and explain how to do a breast self-examination?	Yes	No	END	
45	FILL OUT LATER: Does the provider know and promote periodic breast self-examination? (BASED ON QUESTIONS 41 – 44)	Yes	No	END	II.22

THANK THE INTERVIEWEE.

OBSERVATIONS
