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Aligning vertical programmes with health systems: a case study of the HIV programme at district level in South Africa

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Participant code: _____

PROJECT TITLE: ALIGNING VERTICAL PROGRAMMES WITH HEALTH SYSTEMS: A CASE STUDY OF THE HIV/AIDS PROGRAMME AT THE DISTRICT LEVEL IN SOUTH AFRICA

INTERVIEW WITH HEALTH MANAGERS AT SUB-NATIONAL LEVEL

Participant code			
Date of interview:	DD	MM	YYYY

Introduction

Thank you for agreeing to participate in this study. I have a series of questions to ask you about your interaction with other managers in the management of the health information system for monitoring the HIV programme in your province. There are no right or wrong answers to the questions I will ask you. Please feel free to tell me your own ideas, and what you really think.

PART A: ACTOR ATTRIBUTES (for all managers)

To start the interview, could you please tell me something about yourself?

1. How old are you? _____ years

2. Sex
   - 2.1. Male
   - 2.2. Female

I would like to know about your current position, professional training and where you worked before taking up your current position.

Current position

3. What is your current job title? _____

4. How long have you been in your current position? _____years ____months

5. Level of health system
   - 5.1. Health facility
     - 5.1.1. Health facility type — 1. Clinic — 2. CHC — 3. district hospital
     - 5.1.2. HIV service type — 1. HIV Prevention — 2. Down referral — 3. CCMT site
   - 5.2. Sub-district
   - 5.3. District
   - 5.4. Province
   - 5.5. National

Professional training

6. Professional discipline
   - 6.1. Medical
   - 6.2. Non-health discipline (specify):
   - 6.3. Nursing
   - 6.4. Allied health professional (specify):

7. Highest professional qualification attained (specify qualification name / specialty)
   - 7.1. Undergraduate level qualification (_____)
   - 7.2. Honours degree (_____)
   - 7.3. Undergraduate degree (_____)
   - 7.4. Postgraduate degree (_____)

Formal role in current job, and official hierarchy

8. I will be talking to people at different levels of the health system to understand their roles in running the health services. Could you tell me about your roles and responsibilities in this job you now hold?

Narrative: _____

9. Who is your line manager for this current job (who do you report to)?

_____

Employment history

10. Could you tell me about where you worked before your current position?

Where is the most recent place you worked before your current job?	What was the title of your job there?	How long were you in that job?	What did you do in that job?
Organisation name		*months / years*	*What were your roles and responsibilities?*
			Narrative:
And before that job?			
			Narrative:
And before that?			
			Narrative:

Individual managerial capacity

11. I know that some resources have gone into management training in the health sector, and that people running the health services have had different types of training. Can you tell me about your management training?

Since assuming your current job, have you had any training in:		Provided by your employer?	When was this training?	How long was this training?	Was the training general, or was it specific to a programme such as MCH, HIV, TB, STI etc?	
	Code: *0. No 1. yes*	***Code:*** *0. No 1. yes*	*Specify year*		***Code:*** *0. Gen 1. Spec*	*If yes, specify the programme/s*
11.1. Human resources management?						*Narrative:*
11.2. Financial management?						*Narrative:*
11.3. Management of logistics and supplies?						*Narrative:*
11.4. Management of health information?						*Narrative:*

12. What about before you started this current job – did you have any management training in?

		When was this training?	How long was this training?	Was the training general, or was it specific to a programme such as MCH, HIV, TB, STI etc?	
	Code: *0. No 1. yes*	*Specify year*		***Code:*** *0. Gen 1. Spec*	*If yes, specify the programme/s*
12.1. Human resources management?					*Narrative:*
12.2. Financial management?					*Narrative:*
12.3. Management of logistics and supplies?					*Narrative:*
12.4. Management of health information systems?					*Narrative:*

Thank you for sharing this information.

For the rest of the interview, I will focus my questions on what I have called the HIV programme health information system. By this I mean the ***system that has been set up to collect HIV data at facility level; compile these data into monthly summary reports; and to analyse these data to calculate HIV indicators.***

I will refer to this system as the **HIV Information System**

PART B ACTOR ROLES AND RESPONSIBILITIES IN THE HIV HIS

B1 Actor role in designing the HIV information system

I understand the HIV information system was first designed several years ago – around 2004 /2005. Before it was implemented some decisions were made about its design, such as: the types and number of indicators to include; what data collection forms to use, and so on.

13. Were you in your current job when the HIV information system was being designed – before it was implemented?

13.1. 0. No (***skip to Q 13.3***) 1. Yes

13.2. **If Yes**: I would like to understand what role people at different levels of the health system played in designing the HIV information system. Could you tell me about your role?

For example, did you play a role in:	*Code: 0. No; 1. Yes*	**If "yes"**: Could you tell me about your role in: *Narrative:*
13.2.1. Identifying HIV indicators for the HIS?		
13.2.2. What about: defining the data elements that will be collected?		
13.2.3. Designing the HIV data collection forms?		
13.2.4. Deciding how HIV data should be submitted from facility to higher levels		
13.2.5. Deciding at which level of the health system data analysis should be done?		

13.3. The HIV information system has undergone some changes since it was first implemented – such as new data elements added, new data collection registers, and so on. Have you played a role in any of these changes to the system? How did you feel about your role?

Narrative: _____

13.4. In your opinion, what might prevent managers at (*facility/sub-district/district/provincial*) level from playing a role in designing and implementing the HIV information or M&E system?

Narrative: _____

B2. Actor role in managing the HIV information system

I realise that the HIV information system may have been designed by people other than those who are running health services. I would like the perspective of people who work in health services – to find out about their roles and perceptions about implementation of the HIV information system.

For facility managers: **GO TO PAGE 6**
For sub-district, district, and provincial managers: **GO TO PAGE 12 (Q 34)**

B2.1 HIV data collection, collation and analysis at health facility level

This section for health facility managers only

From the way the HIV information is designed, all *health facilities* are required to record HIV data on specific registers, compile these data into a summary report every month, and submit this report to a higher level of the health system.

I believe that health facilities may need to compile HIV monthly reports on two types of data: one type is the data on **HIV prevention** (i.e. for VCT, PMTCT services, and other "pre-ART" services); and the other is data on HIV treatment (or **CCMT data**).

1. Let's first talk about the data on **HIV prevention**. Could you tell me how **THIS** health facility records HIV prevention data?

   Narrative: _____

   Probes: Who does the data recording?

   How do they know it is their job to do it?

2. What about the **CCMT** data; how does THIS health facility get the CCMT data that it needs for the monthly report?

   Narrative: _____

   Probes: Who does the recording?

   How do they know it is their job to do it?

3. Is there a way of knowing whether forms and registers for recording HIV data in THIS health facility are filled in correctly?

   0. No 1. Yes

4. **IF YES:** Please tell me about this.

   Narrative: _____

   Probes: Who checks this? What is done to check whether forms are correctly filled in?

5. Is there a way of knowing whether forms and registers for recording HIV data are complete – by complete, I mean that there are no missing data?

   0. No 1. Yes

6. **IF YES:** Please tell me about this.

   Narrative: _____

   Probes: Who checks this? What is done to check whether the forms are complete?

7. Could you tell me what steps are followed in THIS facility if it is found that the forms and registers for recording HIV data are not correctly filled in?

   Narrative: _____

   Probes: Who is responsible for doing something about this?

   Please give me an example of the kinds of problems found; and what has been done

8. What about if it is found that the forms and registers for recording HIV data are not completely filled in (i.e. there are missing data) - what happens then?

   Narrative: _____

   Probes: Who is responsible for doing something about incomplete recording on forms?

   Please give me an example of the kinds of problems found; and what has been done

9. Please help me to understand how you compile your HIV monthly report in THIS facility?

   Narrative: _____

   Probes: Who is responsible for compiling the report?

   Could you tell me about your role in compiling the report?

10. Is there a way of knowing whether the HIV monthly report for this FACILITY is compiled correctly?

    0. No 1. Yes

11. **IF YES:** Please tell me how you get to know this in THIS facility

Narrative: _____

Probes: Who checks this? What is done to check whether the report is correctly compiled?

12. What steps are followed in THIS facility if it is found that the HIV monthly report is not compiled correctly?

    Narrative: _____

    Probes: Who is responsible for addressing problems found with correctly compiling the report?

    Please give me an example of what has been done to address this? What is your role?

13. In the last 12 months: how complete were the HIV monthly reports compiled in THIS *facility* (no missing data)? Would you say the reports were:

    0. Never complete
    1. Rarely complete (less than 6 of 12 months)
    2. Sometimes complete (6 to 11 out of 12 months)
    4. Always complete (12/12 months)

14. Is there a way of knowing whether the HIV monthly report is complete (no missing data)?

0. No 1. Yes

15. **IF YES:** Please tell me about this.

Narrative: _____

Probes: Who checks this? What is done to check whether the report is complete?

Could you please tell me about your role?

16. What steps are followed in THIS facility if it is found that the HIV monthly report is not complete (that there are missing data)?

Narrative: _____

Probes: Who is responsible for addressing problems with completeness of the report?

Please give me an example of the kinds of problems found; and what has been done

I understand that according to the design of the HIV information system, all *health facilities* need to submit their HIV monthly report to a higher level of the health system every month.

17. By which date of the month is THIS facility supposed to submit:

17.1. A summary report of "HIV prevention" data to a higher level? _____

17.2. A summary report of "CCMT data" to a higher level? _____

18. To which level of the health system does THIS facility submit its monthly report of **"HIV prevention"** data?

Level of the health system *Circle all mentioned*	Who submits the HIV monthly summary to this level?	To which office at this level? **Probe:** *DHIS; HIV programme; HIV M&E (> 1 possible)*
1. Sub-district		
2. District		
3. Provincial		

19. To which level of the health system does THIS facility submit its monthly report of "CCMT" data?

Level of the health system *Circle all mentioned*	Who submits the HIV monthly summary to this level?	To which office/s at this level? **Probe:** *DHIS; HIV programme; HIV M&E (> 1 possible)*
1. Sub-district		
2. District		
3. Provincial		

20. In the last 12 months, how often were YOUR monthly reports of **HIV prevention** data submitted to the higher level by the required date? Would you say:

To the:

1. Sub-district level
2. District level
3. Provincial level

Code:
0. Never on time
1. Rarely on time (less than 6 out of 12 months)
2. Sometimes on time (6 to 11 out of 12 months)
3. Always on time (12 out of 12 months)
99. Not applicable (does not submit to this level)

21. In the last 12 months, how often were YOUR monthly reports of **CCMT** data submitted to the higher level by the required date? Would you say:

To the:

1. Sub-district level
2. District level
3. Provincial level

Code:
0. Never on time
1. Rarely on time (less than 6 out of 12 months)
2. Sometimes on time (6 to 11 out of 12 months)
3. Always on time (12 out of 12 months)
99. Not applicable (does not submit to this level)

22. Do you have a way of checking whether monthly HIV reports from THIS facility are submitted by the required date?

0. No 1. Yes

23. **IF YES:** Could you tell me how this is done in THIS facility?

Narrative: _____

Probes: Who is responsible for checking whether reports are submitted on time?

What is done in THIS facility to check this?

24. What steps are taken in THIS facility if it is found that monthly HIV reports are not submitted on time?

Narrative: _____

Probes: Please could you give me an example of a problem that has been found?

What was done to address the problem? By whom?

25. After **monthly reports of HIV prevention data** are submitted, do you ever get to know whether the people report was submitted to received it?

0. Never
1. Yes, but rarely
2. Yes, sometimes
3. Yes, always
4. Not applicable (do not submit HIV prevention data)

25.1. **IF YES**: How you get to know that they received it?

Narrative: _____

26. What about **monthly reports of CCMT data** - do you ever get to know whether the people the report was submitted to received it?

0. Never
1. Yes, but rarely
2. Yes, sometimes
3. Yes, always
4. Not applicable (do not submit HIV prevention data)

26.1. **IF YES**: How you get to know that they received it?

Narrative: _____

27. Do you keep a copy of the monthly report at THIS facility?

0. Never
1. Yes, but rarely (less than 6 out of 12 months)
2. Yes, sometimes (6 to 11 months out of 12)
3. Yes, always (every month)

28. Could you tell me if you do anything else with the HIV monthly report forTHIS facility, apart from submitting it to a higher level of the health system?

Narrative: _____

Probes: Does anyone in the facility get to see the report? Who?

Do you do anything with the statistics that are in the report?

29. In the last 12 months, have you at any time used the numbers in the HIV monthly report to calculate HIV indicators for your facility level?

    0. Never (**skip to Q 45**)
    1. Yes, but rarely (less than 6 out of 12 months)
    2. Yes, sometimes (6 to 11 months out of 12)
    3. Yes, always (every month)

30. **If yes**: could you tell me the process that is followed to calculate HIV indicators for YOUR *facility* level?

    Narrative: _____

    Probes: How is it decided which HIV indicators to calculate?

    Which HIV indicators are calculated (**could you please show me an example of them*?***

    Who does the calculation?

    With which formulas (**are formulas available – please may I see the ones you use**)?

31. Do you have a way of verifying that the HIV indicators that are calculated are correct?

    31.1. 0. No 1. Yes

    31.2. Please explain:

    Narrative: _____

32. Are there challenges with calculating HIV indicators at THIS facility?

    32.1. 0. No 1. Yes

    32.2. **If yes**: please tell me about these challenges.

    Narrative: _____

    Probe: How did you become aware of these challenges?

33. **If yes to Q 32**: could you tell me if anything has been done about the challenges you experience with calculating HIV indicators at YOUR facility?

    Narrative: _____

    Probe: Please give me an example of what has been done?

    Who has been responsible for addressing these challenges?

GO TO PAGE 18

B2.2 HIV data collection, collation and analysis at higher levels of the health system

This section for managers at sub-district, district, and provincial levels

From the way the HIV information is designed, all *health facilities* are required to record HIV data on specific registers, compile these data into a summary report every month, and submit this report to the next level of the health system.

I believe that health facilities may need to compile HIV monthly reports on two types of data: one type is the data on **HIV prevention** (i.e. for VCT, PMTCT services, and other "pre-ART" services); and the other is data on HIV treatment (or **CCMT data**).

34. Are health facilities required to submit a monthly summary report of HIV **prevention data** to this (*sub-district / district / provincial*) level of the health system?

34.1. No 1. Yes

34.2. **IF YES**: Could you tell me about how THIS (*sub-district / district / provincial*) level gets the summary reports of **HIV prevention data** from health facilities.

Narrative: _____

Probes: What is the process by which reports from facilities get to this level?

Who is responsible for receiving the HIV reports from *facilities* to THIS level?

If delegated person, who makes sure this delegated person does this?

Could you tell me about your role in this process?

35. Are health facilities required to submit a monthly summary report of **CCMT data** to this (*sub-district / district / provincial*) level of the health system?

35.1. No 1. Yes

35.2. **IF YES**: Could you tell me about how THIS (*sub-district / district / provincial*) level gets the summary reports of **CCMT data** from health facilities.

Narrative: _____

Probes: What is the process by which reports from facility level get to this level?

Who is responsible for getting the HIV reports from *facilities* to THIS level?

If delegated person, who makes sure this delegated person does this?

Could you tell me about your role in this process?

36. As far as you know, do all the health *facilities* that are supposed to submit HIV monthly reports to THIS (*sub-district/district/provincial)* level do so every month?

36.1. For monthly reports on HIV prevention – would you say:

0. None of them 1. Less than ½ 2. About ½ 3. More than ½, not all 4. All of them

36.2. For monthly reports of CCMT data – would you say:

0. None of them 1. Less than ½ 2. About ½ 3. More than ½, not all 4. All of them

37. Is there a way of knowing whether THIS (*sub-district/district/provincial)* level gets all the HIV data that it should from lower levels of the health system every month?

0. No 1. Yes

38. **IF YES:** Could you tell me about this

Narrative: _____

Probes: What is done at THIS level to check that data are received?

Who is responsible for checking whether all required monthly data are received?

How is it checked whether facilities submit their reports on time?

39. Could you tell me about what steps are followed if it is found that (*health facilities / sub-districts / districts)* have not submitted HIV monthly reports to THIS level?

Narrative: _____

Probes: Please give me an example of what has been done before.

I would like to understand what happens to the data after it is received at THIS level.

40. Please take me step-by-step through the processes that are followed to compile HIV monthly reports for THIS (*sub-district / district / provincial) level* from the HIV data received from (*facilities / sub-districts/ districts*) in your jurisdiction.

40.1. Please tell me first about compiling reports of HIV prevention data:

Narrative: _____

40.2. What about compiling reports of CCMT data:

Narrative: _____

Probes: How is the data received from lower levels compiled into a report for this jurisdiction?

Who is responsible for compiling a report for THIS (sub-district / district/province)?

41. In the last 12 months, would you say the numbers in the HIV reports compiled for THIS (*sub-district / district / provincial) level* have been:

41.1.	HIV prevention data	
41.2.	CCMT data	

0.	Never correct
1.	Rarely correct (for < 6 months)
2.	Sometimes correct (6-11 months out of 12)
3.	Always correct (every month)

42. Could you tell me about your way of knowing whether monthly reports are correct?

Narrative: _____

Probes: Do you have a way of checking that the numbers are correct?
How is this done?
Who is responsible for checking?

43. In the last 12 months, how complete were the HIV reports compiled for THIS (*sub-district / district / provincial) level* - i.e. no missing data? Would you say they were:

43.1.	HIV prevention data	
43.2.	CCMT data	

0.	Never complete
1.	Rarely complete (for < 6 months)
2.	Sometimes complete (6 to 11 months out of 12)
3.	Always complete (every month)

44. Could you tell me about your way of knowing whether monthly reports are complete?

Narrative: _____

Probes: Do you have a way of checking that all reports are complete?
How is this done?
Who is responsible for checking?

45. What steps are followed if it is found that monthly reports are not complete?

45.1. Reports of HIV prevention data

Narrative: _____

Probes: Who is responsible for doing something about this?
Could you give me an example of a problem that was found?
What was done? By who?

45.2. Reports of CCMT data

Narrative: _____

Probes: Who is responsible for doing something about this?
Could you give me an example: what problem was found?
What was done? By who?

I believe that all *sub-districts / districts / provinces* are required to submit their summary report of HIV data to a higher level of the health system every month.

46. By which date of the month is THIS f*(sub-district / district / province)* supposed to submit:

46.1. A summary report of "HIV prevention" data to a higher level? _____

46.2. A summary report of "CCMT data" to a higher level? _____

47. To which level of the health system does THIS *(sub-district / district / province)* submit its monthly report of "**HIV prevention" data**?

Level of the health system *Circle all mentioned*	Who submits the HIV monthly summary to this level?	To which office at this level? **Probe:** *DHIS; HIV programme; HIV M&E (> 1 possible)*
1. District		
2. Provincial		
3. National		

48. To which level of the health system does THIS *(sub-district / district / province)* submit its monthly report of "**CCMT" data**?

Level of the health system *Circle all mentioned*	Who submits the HIV monthly summary to this level?	To which office/s at this level? **Probe:** *DHIS; HIV programme; HIV M&E (> 1 possible)*
1. District		
2. Provincial		
3. National		

49. In the last 12 months, how often were monthly reports on **HIV prevention** submitted to the higher level by the required date? Would you say they were:

HIV prevention report to the:

1. District level
2. Provincial level
3. National level

Code:

0. Never on time
1. Rarely on time (less than 6 out of 12 months)
2. Sometimes on time (6 to 11 out of 12 months)
3. Always on time (12 out of 12 months)
99. Not applicable (does not submit to this level)

50. In the last 12 months, how often were monthly reports on **CCMT** submitted to the higher level by the required date? Would you say they were:

CCMT report to the:

1. District level
2. Provincial level
3. National level

Code:

0. Never submitted on time
1. Rarely on time (less than 6 out of 12 months)
2. Sometimes on time (6 to 11 out of 12 months)
3. Always on time (12 out of 12 months)
99. Not applicable (does not submit to this level)

51. Is there a way of checking that monthly HIV reports from THIS *(sub-district / district / province)* are submitted by the required date?

0. No 1. Yes

52. **IF YES:** Could you tell me about this?

Narrative: _____

Probes: Who is responsible for checking? What is done to check this?

Could you tell me about your role in this?

53. What steps are taken if it is found that monthly HIV reports for THIS *(sub-district / district / province)* are not submitted on time?

Narrative: _____

Probes: Please could you give me an example of a problem that has been found?

What was done to address the problem? By whom?

54. After **monthly reports of HIV prevention data** are submitted, do you ever get to know whether the people the report was submitted to received it?

0. Never
1. Yes, but rarely
2. Yes, sometimes
3. Yes, always
4. Not applicable (do not submit HIV prevention data)

54.1. **IF YES**: How you get to know that they received it?

Narrative: _____

55. What about **monthly reports of CCMT data** - do you ever get to know whether the people these reports are submitted to receive them?

0. Never
1. Yes, but rarely
2. Yes, sometimes
3. Yes, always
4. Not applicable (do not submit HIV CCMT data)

55.1. **IF YES**: How you get to know that they received it?

Narrative: _____

56. Do you keep a copy of HIV monthly reports at THIS (*sub-district/ district/provincial*) level?

1. HIV prevention data ☐
2. CCMT data ☐

Code:

0. Never
1. Yes, but rarely (less than 6 out of 12 months)
2. Yes, sometimes (6 to 11 months out of 12)
3. Yes, always (every month)

57. Please could you tell what else you do with the HIV monthly report/s, apart from submitting it/them to a higher level of the health system?

Narrative: _____

Probes: Does anyone in THIS *(sub-district / district / province)* get to see the report? Who?

Do you do anything with the statistics that are in the report?

58. In the last 12 months, have you at any time used the numbers in the HIV monthly report to calculate HIV indicators for your *(sub-district / district / province)*?

0. Never (**skip to Q 74)**
1. Yes, but rarely (less than 6 out of 12 months)
2. Yes, sometimes (6 to 11 months out of 12)
3. Yes, always (every month)

59. **If yes**: could you tell me about the process that is followed to calculate HIV indicators for THIS *(sub-district / district / province)*?

Narrative: _____

Probes: How is it decided which HIV indicators to calculate?

Which HIV indicators are calculated (**could you please show me an example of them**)***?***

Who does the calculation?

With which formulas (**are formulas available – please may I see the ones you use**)?

60. Do you have a way of verifying that the HIV indicators that are calculated are correct?

60.1. 0. No 1. Yes

60.2. Please tell me about this:

Narrative: _____

61. Are there any challenges with calculating HIV indicators at THIS *(sub-district / district / provincial) level*?

61.1. 0. No 1. Yes

61.2. **IF YES**: please tell me about these challenges.

Narrative: _____

Probe: How did you become aware of these challenges?

62. **If yes to Q 74**: could you tell me if anything has been done about these challenges with calculating HIV indicators?

Narrative: _____

Probe: Please give me an example of what has been done?

Who has been responsible for addressing these challenges?

B2.3 Use of HIV indicators at own level of the health system

This section is for managers at facility, sub-district, district, provincial levels

63. In the last 12 months, after submitting the HIV monthly report for this (facility / sub-district / district / province) to the higher level, did you:

63.1. **FACILITY MANAGERS**: Get back a report of the HIV indicators they had calculated from your data?

1. HIV prevention data ☐
2. CCMT data ☐

Code:
0. Never
1. Yes, but rarely (less than 6 out of 12 months)
2. Yes, sometimes (6 to 11 months out of 12)
3. Yes, always (every month) – **SKIP TO Q78**

Narrative: *Please explain:* _____

63.2. **OTHER MANAGERS**: Get any feedback on the HIV indicators you had submitted in your HIV monthly report?

1. HIV prevention data ☐
2. CCMT data ☐

Code:
0. Never
1. Yes, but rarely (less than 6 out of 12 months)
2. Yes, sometimes (6 to 11 months out of 12)
3. Yes, always (every month) – **SKIP TO Q78**

Narrative: *Please explain:* _____

64. If you do not receive a report / feedback do you request them to send it to you?

1. HIV prevention data ☐
2. CCMT data ☐

Code:
0. Never
1. Yes, but rarely (less than 6 out of 12 months)
2. Yes, sometimes (6 to 11 months out of 12)
3. Yes, always (every month)

65. In the last 12 months, have you at any time made a decision or taken some form of action based on the HIV data that you had available to you? (***This HIV data could be either the numbers in the HIV monthly report, or HIV indicators you calculated, or HIV indicators calculated by a higher level and sent to you***)

0. Never
1. Yes, rarely (less than 6 of 12 months)
2. Yes, sometimes (most months – 6-11)
3. Yes, always (every month)

66. **IF YES**: Please could you tell me an example of action you have taken based on the indicators:

Narrative: _____

Probe: What decision or action did you take?

On what indicator / indicators was this decision / action based?

How did you decide there was a need to take action?

67. I have taken a few of the indicators which provinces usually calculate from the HIV data that are collected at health facilities (***show participant list of these indicators***).

67.1. If you had to explain this indicator to someone (say a health worker at facility level). How would you explain to this person how this indicator is calculated?

Probes: what data would they need to record? What is difference between the first and third one?

	Narrative and ***Code:*** *1. correct; 2. partially correct; 3. wrong*
67.1.1. Number of antenatal clients tested for HIV	
67.1.2. Number of Nevirapine dose for prophylaxis to pregnant women	
67.1.3. Proportion antenatal clients tested for HIV	
67.1.4. Proportion of clients HIV pre-test counselled (excl. antenatal)	

67.2. From your perspective, what would you say this indicator is useful for?

Probes: What does this indicator tell us about the HIV programme?

How does this indicator help managers?

67.2.1. Number of antenatal clients tested for HIV	
67.2.2. Number of Nevirapine dose for prophylaxis to pregnant women	
67.2.3. Proportion antenatal clients tested for HIV	
67.2.4. Proportion of clients HIV pre-test counselled (excl. antenatal)	

B2.4 Managing resources for the HIV information system
This section is for managers at facility, sub-district, district, provincial levels

I would like to know the kinds of forms, registers, and equipment that are used to record HIV data, compile HIV reports, and to analyse HIV data in this province.

68. Could you show me an example of the forms / registers that are used to record HIV data at health facility level? (**ask for copy**)

69. Do you use paper or computers to compile the HIV monthly report at THIS (facility / sub-district/district/provincial) level?

    69.1. Paper-based HIV data collation forms (**ask for a copy**)

    69.2. Computer-based system (specify software used) _____

70. Please may I see an example of your HIV monthly report?

71. How do you submit your HIV monthly report to the higher level – manual or electronic?

    71.1. Manual system – mail or hand delivery

    71.2. Electronic – by e-mail

    71.3. Electronic – by fax

72. What method is used to calculate HIV indicators – manual or computerized?

    72.1. Manual calculations

    72.2. Computerised (specify software used) _____

73. Could you tell me about your role in ensuring that these supplies for data recording, compiling reports are available for this *facility / sub-district / district / province*?

    73.1. Supplies of forms and registers:

    Narrative: _____

    Probes: How are supplies procured? Who procures them? How do you decide when to procure?

    73.2. Supplies of computers / fax machines:

    Narrative: _____

    Probes: How are supplies procured? Who procures them? How do you decide when to procure?

B2.5 Priorities for future

This section is for managers at facility, sub-district, district, provincial levels

74. I would like to ask for your opinion about the HIV information system. From your perspective, what (if anything) would you do differently about the way HIV data are collected, monthly reports compiled, and reported?

Probes: Anything you would like to do to change it? What would you do?
Do you feel all data should be managed in one place?
Who (level) do you feel should be responsible for managing the HIV information system?

Some managers may feel that they should have more choices (or more authority) about how the HIV information system should be designed, and how it should be implemented; and others may feel differently. I would like your perspective on this.

75. In your opinion, which of the following activities would you like to have more choice about as a manager at the (*facility / sub-district / district / provincial*) level? Please list them in order of importance – where 1 is the activity you would MOST like to have more choice (authority) over; 2 is the activity you would like the second MOST choice about, and so on and 6 is the one you would LEAST like to have more choice (authority) about.

NB: if you feel you already have full authority on any of these, please let me know

	Code No. 1 to 6 OR: 88 if already have authority
75.1. Ability to identify the HIV indicators that are most relevant for my own level of the health system	
75.2. Ability to modify the design of forms for recording HIV data at facility level (without changing data elements) without higher approval	
75.3. Ability to decide how HIV monthly summary reports should be submitted from facility level to higher levels of the health system	
75.4. Ability to decide which indicators to calculate at my level of the health system.	
75.5. Ability to procure resources for data collection, collation, and analysis, without higher approval.	
75.6. Ability to take action on any problems with data collection, collation, or analysis identified at my level of the health system.	

PART C INTERACTIONS BETWEEN ACTORS

SNA SURVEY OF FACILITY, SUB-DISTRICT, DISTRICT, PROVINCIAL MANAGERS

NB: capture data on the attached data collection spreadsheet

For the next few questions I would like you to please take a look at this list (***give participant the list***). This is a list of people who are working at different levels of the health system in this province, and some at the national level I would like to understand whether and how you interact with these people in any aspect of your work that has to do with HIV information.

76. Who communicates with about data collection

76.1. Could you please indicate which of the people on this list do you talk to one-on-one (***face to face or by telephone***) about issues to do with **collecting HIV data**?

(This can be anyone you talk to as part of your work with HIV data - even if it is not your line manager, or the person/s you line manage).

76.2. Are there any people not on this list who you talk to about issues to do with collection of HIV data? Please could you tell me who they are.

76.3. Amongst the people you talk to about HIV data collection issues:

76.3.1. Which ONE person do you talk to MOST about these issues?

76.3.2. How often do you talk to THIS person about data collection issues?

1. Daily 2. Two to four days per week 3. Once a week 4. Less than once a week

77. Who communicates with about compiling monthly reports

77.1. Who do you talk to (one-on-one) about your work related to compiling monthly reports)?

77.2. Do you talk to anyone else – who is not on this list – about any issues to do with compiling HIV monthly reports?

77.3. Amongst the people you talk to about compiling HIV monthly reports:

77.3.1. Which ONE person do you talk to MOST about these issues?

77.3.2. How often do you talk to THIS person about issues to do with compiling reports?

1. Daily 2. Two to four days per week 3. Once a week 4. Less than once a week

78. Who communicates with about calculating HIV indicators

78.1. Who do you talk to (one-on-one) about calculating HIV indicators?

78.2. Do you talk to anyone else – who is not on this list – about issues to do with calculating HIV indicators?

78.3. Amongst the people you talk to about calculating HIV indicators:

78.3.1. Which ONE person do you talk to MOST about these issues?

78.3.2. How often do you talk to THIS person about issues to do with compiling reports?

1. Daily 2. Two to four days per week 3. Once a week 4. Less than once a week

79. Who communicates with about use of HIV indicators

79.1. Could you identify the people you talk to (one-on-one) about using HIV indicators for monitoring HIV services / the HIV programme?

79.2. Do you talk to anyone else – who is not on this list – about issues to do with using HIV indicators for monitoring the HIV programme?

79.3. Amongst the people you talk to about using HIV indicators to monitor the HIV programme:

79.3.1. Which ONE person do you talk to MOST about these issues?

79.3.2. How often do you talk to THIS person about issues to do with compiling reports?

1. Daily 2. Two to four days per week 3. Once a week 4. Less than once a week

80. Whichof the people on this list do you go to FIRST if you want advice with:

80.1. Any issues to do with collection of HIV data?

80.2. Compiling HIV monthly reports?

80.3. Calculation of HIV indicators from the monthly reports?

80.4. Using HIV indicators to monitor the HIV programme?

capture: on data collection spreadsheet

OR: If identified person is not included on the actor list, capture on the spreadsheet under ***"additional managers not on the initial list"***

81. When you go to **this person** for advice with (***name activity***) do they help you?

81.1. Any issues to do with collection of HIV data?

81.2. Compiling HIV monthly reports?

81.3. Calculation of HIV indicators from the monthly reports?

81.4. Using HIV indicators to monitor the HIV programme?

Code on the data collection spreadsheet for each option:

0. never.... 1. rarely
2. sometimes....3. always

82. Who is the **line manager** above you – who you report to for your role in:

82.1. Issues to do with collection of HIV data?

82.2. Compiling HIV monthly reports?

82.3. Calculation of HIV indicators from the monthly reports?

82.4. Using HIV indicators to monitor the HIV programme?

capture: on data collection spreadsheet

OR: If identified person is not included on the actor list, capture on the spreadsheet under ***"additional managers not on the initial list"***

83. Who is the **programme manager** above you – who you report to for:

83.1. Issues to do with collection of HIV data?

83.2. Compiling HIV monthly reports?

83.3. Calculation of HIV indicators from the monthly reports?

83.4. Using HIV indicators to monitor the HIV programme?

capture: on data collection spreadsheet

OR: If identified person is not included on the actor list, capture on the spreadsheet under ***"additional managers not on the initial list"***

84. Do you attend any **formal** meetings where any issues about the HIV information system are discussed?

84.1. 0. No 1. Yes

IF YES: GO TO table on next page.

Participant code: _____

84.2. Please tell me more about these meetings		84.3. What kinds of issues about HIV information are discussed at this meeting?				84.4. Who attends this? *Code: actor Nos. (> one actor possible)*	
Name / description of meeting? Who chairs it?	How frequently is this meeting held?	Discuss issues about HIV data collection? Probe: Please give me an example	Discuss issues about compiling HIV reports? Probe: Please give me an example	Discuss issues about calculating HIV indicators? Probe: Please give me an example	Issues about using HIV indicators to monitor HIV prog? Probe: Please give me an example	Are there people on this list who also attend this meeting with?	Any people not on this list who also attend this meeting?
1							
2							
3							
4							
5							
6							

THANK YOU FOR YOUR TIME