

Questions for Testimonials

Health Access Connect is an NGO whose mission is to link remote communities to healthcare. We work with local governments, health workers, communities, and other partners to make sure people in remote areas are able to access health services.

Health Access Connect is inviting you to share your experiences of outreaches (??) because we feel that understanding your experience can help us improve service delivery and the impact of our programs.

The interview will take between 10 and 20 minutes. We will take an audio or video recording on your answers. There is no compensation or reward for sharing your experiences.

Do you consent to share your experiences and have your image and name associated with what you say? [Y/N]

Instructions for interviewer:

- Build rapport with interviewee (greetings, make sure person is comfortable, make sure interview location is in a private and quiet place)
- Briefly establish timeline of when HAC clinics arrived in community with interviewee (use an event anchor that everyone knows, e.g. HAC came right before elections, or HAC came a few months after this fish processing factory opened)

For patients

1. Whom does the testimonial/story involve? (Background)

- Client name
- Age
- Status (Married, single, Widowed). Health condition
- Job
- Location (Village name, District, distance of the village to the nearest health facility)
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2. Tell me about how you used to access health services before the HAC

outreach clinics started in your community?

- What kind of health services were you trying to access the most?(Malaria treatment, ART, Antiretroviral treatment?etc)
- What health facility would you travel to?
- Approximately how many kilometers is it from here (your community) to that health facility?
- What means of transport could you use to travel to the health center?
- How much would you spend on transport?
- How long would it take you to reach the health facility?
- How long would it take for you to get the health service that you need?
- How could these moments affect your day to day living?

3. Tell me about a specific time when you or someone you know ended up missing out on treatment because they could not easily access the health facility?

- What health service were you in need of? Describe to me what their health condition was like?
- Why was healthcare treatment missed? (bad weather, long journey, no transport money, no transport means)
- How did you or they eventually succeed in getting treatment?

4. Since Health Access Connect came to XXX (insert community name) in XXXX (insert year), how has it improved your access to health services?

- How many times have you received health services from HAC outreaches in the past year?
- What kind of health services have you so far received from the outreaches?
- What health services have you found most helpful to you at this outreach clinic?
- How many kilometers is the HAC outreach from your home?
- What transport means did you use to get to the HAC outreach?
- How much did you spend on transport?
- How much time did it take for you to travel from home to the HAC outreach?

- How long did you have to wait at the HAC outreach?
- Did you get the health service you needed?
- What difference has your access to healthcare services at outreach clinics made in your everyday life?
- How did you get to know about the HAC outreach clinics in your community?

5. If these outreaches continue happening how do you see your life changing?

6. If you were to speak face-to-face with the donors that have helped fund these outreach clinics, what would you say? (Give them a short background on how donors fund these outreach clinics)

For healthcare workers

Health Facility Name: _____ Subcounty: _____ District: _____

Provider Name: _____ Cadre: _____

Date of Interview: _____

1. Before your health facility started engaging in HAC outreach clinics, what challenges did your health facility face in reaching patient service targets
2. What are some of the outstanding health conditions that you have treated at these outreach clinics
3. How have the HAC outreach clinics improved your ability to meet the health needs of the community?
 - What health service has been most needed by the community at the outreach clinics?
4. What is the most significant difference the HAC outreach clinics have made in the communities you serve?
5. What do you like most about being a health worker?
6. What do you like about HAC's service delivery approach in villages?
7. What does the access to healthcare at outreach clinics mean to you?

8. If you were to speak face-to-face with the donors that have helped fund these outreach clinics, what would you say? (Give them a short background on how donors fund these outreach clinics)

For VHTs

1. What are some of the major gaps you saw in the access to healthcare in your community?
2. What were some of the health services that the people struggled most to access yet were in need of them?
3. Has working with HAC changed your ability to serve your community as a VHT? Please explain.
4. Do you think HAC outreach clinics have improved the health of individuals in the community?

For riders

Village Name: _____ Subcounty: _____ District: _____
Rider Name: _____ Date of Interview: _____

1. How has the HAC program affected your life?
 - a. How has it affected your business, income, and/or wealth?
2. How did people in the villages that you serve access health services before HAC outreach clinics started?
3. What are the impacts of HAC in the communities you work in?
4. How do the health workers and community members respond to the transportation you provide?
5. How much does it cost to reach the nearest health facility (HC3 and above)?
 - a. Most common price:
 - b. Lowest price:
 - c. Highest price:
6. Please repeat this sentence and fill in the blank:
Health Access Connect outreach clinics mean

Interviewer say: Thank you so much for sharing your experience. I appreciate you helping us learn how to improve HAC services and for your time.