

Health Providers

Service Delivery NGOs and Provider Networks



Introduction

Service delivery NGOs have a long track record of providing essential health services, particularly reproductive health, family planning and HIV/AIDS services. The role of private provider networks and franchises has grown over the past decade, securing their importance as providers of key services and products. This set of questions is similar to those developed for private clinics, with the addition of questions directed to the network manager or franchisor, if one exists. The interview should capture information about health services offered and fees charged, provider and client characteristics, and business practices and constraints from a clinic perspective as well as an overall network/franchise perspective.

Questions—Clinical

- What types of [health services] do you provide? [PROBE services of interest, such as family planning or HIV]
- How many clients do you see per day? How many women/men? [This could be per week or month as well, whichever is easiest for the respondent]
- Is your facility adequately equipped (in terms of staff, space and equipment) to serve the needs of your clients?
- Are you interested in expanding the services you provide, or volume of patients you see? In which ways? [Example: Inclusion of HIV/AIDS or reproductive health services]
- What are the barriers to expansion?
- Are private health providers able to access training comparable to the training for public health workers?
- What other opportunities do you have for continuing medical education?
- Where do you procure your supplies?
- Are you ever visited by medical detailers? If so, how often?
- Do you have any educational materials to share information with your clients? Where did you get those materials?
- Do you report any health service statistics to the Ministry of Health? If so, what information do you report and with what frequency? If not, why not?
- What challenges or barriers do you face in delivering [health service] to your clients? [Examples: payment, access to supplies, equipment, credit]
- What do you see as potential solutions to these challenges? [PROBE: licensing or registration, training, payment/reimbursement, etc.]

Questions – Administrative/Business

- How long have you been in operation?
- How long did the registration process take?
- Are there ongoing requirements you must meet in order to maintain your practice?
- How was the facility originally financed?
- What are your hours of operation?
- How do you recruit health workers? Are they graduates from public or private training institutions?
- What is the proportion of male/female staff in each professional cadre in your clinic or hospital?
- What are the challenges you face in staffing your clinic or hospital?
- Are these challenges unique to the private sector?
- Are you a participating provider in any government, or private health insurance coverage scheme?
- If so, what led you to be contracted for health services? Which services are contracted?
- Have you experienced any challenges, and if so, what do you see as critical to improving the contracting arrangement?
- Has your facility ever been visited by the Ministry of Health? For what purpose?
- Do you currently have a need for financing? For what purpose? How likely is it that you will be approved for a loan?
- What donors are sources of funding for you? Which services/activities are supported by donors?
- What percentage of your revenues comes from donor funding vs. health service provision?
- Do you receive free or subsidized commodities? If so, from what source?

Questions – Network Manager or Franchisor

- How many providers/facilities are in your network/franchise? Do you have different cadres or levels of members? What proportion of your franchisees are women? What is your reach?
- What criteria must they meet to join the network/franchise? What services are members required to offer? Are there training requirements?
- Are your members required to provide services according to network/franchise determined rates?
- How do you assure quality of services offered by your members? Are client perspectives incorporated into service quality assessments?
- Do you charge membership or marketing fees to your members? If so, what services do you offer in return? [PROBE: branding/signage, advertising, training, access to finance, gender training]
- How is the network/franchise financed? What are your plans for expansion and/or sustainability?
- Do you procure supplies and distribute to your members? If so, which products and/or drugs? Do they pay for these supplies? If so, are the prices subsidized?
- Do you consolidate health service statistics from your members and report to the Ministry of Health? If so, what information do you report and with what frequency?
- Have you considered (or are you currently) being contracted by the Ministry of Health?

- Is there an NGO forum that facilitates collaboration and coordination among NGOs?

Questions – Practitioner Characteristics

- What is your degree?
- How many years have you been in practice?
- Have you received training since graduation?
- Have you received training recently? If so, who provided that training? What was the content? Did you have to pay for it? How helpful was it?
- Have you received any training on gender norms and discrimination?
- Have you received any training on screening/referring for gender-based violence?
- What training do you see as lacking for private health providers?
- If you have not attended a training recently, why not? [PROBE: none offered, inconvenient hours, inability to pay?]
- Do you belong to a professional association? If so, which one? Is it serving your needs?
- Do you also work for the public sector (i.e., dual practice)? [Explain dual practice – working in the public sector while also maintaining a private practice] If so, what are the hours you are present at this [private] facility?
- How common is dual practice?

OBSERVE: Patient information/posters, waiting area, patient volume and characteristics, number of exam or operating rooms.