

Section 1: Census Information

[Interviewer completes this section for all outlets.]

[Interviewer: Before you begin entering information on a form, check that you are at the right outlet and determine whether the outlet is still in business. If you find that the outlet has moved to a different location, find out whether it is still within the study areas and if so, find and visit its new location if possible. You will be asked to confirm on the device that the outlet is still in operation and that it could be located before moving on in the questionnaire.]

Once the Outlet ID is entered, other identifying information collected in Round 1 and/or 2 will automatically populate on the device screen for your verification. Confirm details that are correct and change those that are not correct or that have changed. If you are at a sub-outlet that was not interviewed in round 1 or 2, then complete a new form with a new outlet ID. If you need to speak to someone at the outlet to get any of the identification information, then read the introductory script below before asking your questions.]

Hello, my name is _____. I work on behalf of Population Services Kenya. Sometime in the last six months, we visited your outlet and invited you to participate in a study about the availability of family planning products and services. The results of the study will be used to improve the availability of modern family planning methods in this local community. I am back today for a follow-up interview. I would like to ask some questions about your facility.

Outlet ID

[_____]

C01. Is this outlet still in operation?

[Interviewer select “no” only if the outlet has closed permanently or temporarily. If it is under new ownership or has a new name or location, then select “yes”]

1 = Yes -> **Continue to C02**

0 = No -> **Skip to E6**

88 = Don’t know -> **skip to E6** *[Interviewer select this option only if the information could not be confirmed]*

C02. Is the outlet still located within the survey area?

1 = Yes ->**Continue to C03** *[Interviewer, if the outlet has moved to a new location within the survey area, visit that location to interview the outlet]*

0 = No -> **Skip to E6**

88 = Don’t know -> **Skip to E6** *[Interviewer select this option only if the information could not be confirmed.]*

C03. Could the outlet be located for interview?

1 = Yes -> **Continue to C1**

0 = No -> **Skip to E6**

C1. Today’s date (dd/mm/yyyy)

[][]-[][]-[][][][]

C2. Interviewer’s name

[_____]

C3. County

[_____]

C4. Sub-county

[_____]

C5. Ward

[_____]

C6. Village/Estate where interview took place [Please ask someone to confirm name of village or estate where the outlet is located] <input type="text"/>	
C6b. Town/Market Center/Central Business District (CBD) [Please ask someone to confirm if the area in which the outlet is located is considered a town, market center or CBD. If so, confirm and write down the name of the town/market center/ CBD here] <input type="text"/>	
C7. Type of Outlet [SELECT ONE ONLY] 01 = Hospital (e.g. general hospital, maternity hospital) 02 = Health Centre/ Medical Centre 03 = Nursing Home 04 = Medical Clinic/ Consultancy (e.g. FP clinic, MCHFP clinic, RH clinic, HIV clinic) 05 = Pharmacy/ Chemist 06 = Dispensary 07 = Youth Friendly Centre 08 = Diagnostics Lab (<i>lab only</i>) 96 = Other (<i>specify</i>) <input type="text"/>	<input type="text"/> <input type="text"/>
C8_pre. DON'T READ: Does this outlet have multiple departments?	<input type="checkbox"/> 1 = Yes 0 = No -> Skip to C9
C8. Which departments or clinics exist within this outlet? [SELECT ALL THAT APPLY] SurveyCTO Programing: sub-outlet code should be main outlet code with the appropriate sub-outlet suffix code (i.e., A though J) included at the end. [Interviewer: look around the outlet or ask the outlet staff to tell you which departments the outlet has has which are known to provide FP services/products and select them from the list below. If there is no sub-outlet, then go back to previous question and select "no"] A = Family Planning Clinic/Consultant/ RH clinic B = Pharmacy / chemist C = Antenatal/Maternal Child Health Family Planning (MCHFP) D = Maternity postnatal ward/ Female Ward E = HIV Clinic (CCC) F = Youth Friendly Center G = Outpatient Department (OPD) H = Laboratory J = Other (Specify <input type="text"/>)	1 = Yes 0 = No <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
C9. Managing authority for the outlet. [Select one. Please ask for confirmation from someone in the outlet if you are unsure.] 1 = Government/ public -> Skip to C11 2 = Private 88 = Don't know 99= Refused/ No response	1 = Yes 0 = No <input type="text"/> <input type="text"/>
C10. Private outlet type 1 = Non-governmental organization (NGO) 2 = Faith-based organization 3 = Community Based Organization (CBO) 4 = For-profit organization 96 = Other (specify) <input type="text"/> 88 = Don't know 99= Refused/ No response	<input type="text"/> <input type="text"/>

<p>C11. Name of outlet <i>[Record the formal name of the outlet here. If there is no name displayed on the outside of the outlet, ask someone in the outlet for the outlet's name. If there is no name, record "no name"]</i></p> <p>[_____]</p>	
<p>C11b. Alternate name(s) of outlet</p> <p><i>[Ask someone in the outlet to provide the names and descriptions often used by clients and others in the community to refer to the outlet.]</i></p> <p>[_____]</p>	
<p>A2. DO NOT READ. Sub-outlet for which this audit is being completed.</p> <p><i>[You should start with the Family Planning Clinic first. Interviews with the Pharmacy or Dispensary should only take place after all other departments have been visited].</i></p> <p><i>[Click the new suboutlet type below]</i></p> <p>a = Family Planning Clinic/Consultant/ RH clinic b = Pharmacy / Chemist c = Antenatal/Maternal Child Health Family Planning (MCHFP) d = Maternity postnatal ward/ Female Ward e = HIV Clinic (CCC) f = Youth Friendly Center g = Outpatient Department (OPD) h = Laboratory J = Other (Survey CTO: populate name)</p>	<p>[_____]</p>
<p>C12. Address of outlet <i>[Physical address or location identifiers of outlet, not PO box. You may use location identifiers if there is no address. Example of location identifier is "across from St. Michael's school"]</i></p> <p>[_____]</p>	
<p>C13. Survey round <i>(captured automatically)</i></p> <p>3= Round 3</p>	<p>[_____]</p>
<p>C15_interview. Was this outlet interviewed in Round 1 or 2?</p> <p>1 = Yes -> Go to Section 2a 0 = No -> Go to Section 2</p>	<p>[_____]</p>

IMPORTANT INSTRUCTIONS FOR OUTLETS WITH MULTIPLE DEPARTMENTS. FOLLOW THESE STEPS:

Step 1: Proceed to the FP clinic or MCHFP clinic first and complete a full questionnaire there. If both of these clinic types exists, then complete a full questionnaire at each one. When interviewing each clinic, ask for information about that clinic specifically and not about the whole outlet. At the first clinic, ask what other departments in the outlet offer FP products and services to clients.

Step 2: Proceed to each of the other relevant sub-outlets (i.e., those selected in question C8 which are expected to offer FP products/services) except the pharmacy/chemist and complete only Sections 1, 2/2a, 3, and E. Please note that only sub-outlets determined to be eligible in Section 2 or 2a will proceed to Section 3. Section 2a should be completed only for Sub-outlets which were screened in Round 1. Section 2 should be completed only for sub-outlets which were not screened in Round 1.

Step 3: Proceed to the pharmacy/chemist. Without recording anything, ask someone there whether they dispense or distribute drugs or products directly to individual clients (this can be to either internal or external clients). If the pharmacy/chemist does not dispense directly to individual clients, then

do not fill out a questionnaire. If they dispense directly to individual clients, then complete only Sections 1, 2/2a, 3, and E. Please note that the pharmacy/chemist will proceed to Section 3 only if it is determined to be eligible in Section 2 or 2a. Section 2a should be completed only if the pharmacy/chemist was screened in Round 1. Section 2 should be completed only if the pharmacy/chemist was not screened in Round 1.

[IMPORTANT NOTE: Each respondent in each sub-outlet must be consented. For sub-outlets screened in Round 1, a repeat consent is needed for each respondent. For sub-outlets which were not screened in Round 1, the owner/person in charge consent is needed in addition to consent for any respondent. There may be only one owner/ person in charge for the whole outlet.]**

Section 2a: Re-screening for survey eligibility & consent for outlets interviewed in Round 1 and/or 2

[Interviewer completes this section for only outlets which were screened and interviewed in Round 1 and/ or Round 2.]

[Interviewer: read the introductory script below. If the respondent refuses to speak to you or to answer any questions, then proceed to section E and record refusal as visit result.]

INTRODUCTION

Hello, my name is _____. I work on behalf of Population Services Kenya. Over the last six months, , we visited your facility once or twice and invited you to participate in a study about the availability of family planning products and services. We mentioned that the results of the study will be used to improve the availability of modern family planning methods in this local community. [NAME OF RESPONDENT WHO GAVE CONSENT AS PERSON IN CHARGE IN ROUND 1 OR ROUND 2] agreed to take part in the study and we collected some information about your outlet and the products and services that it has available. We indicated that we would be back in a few months for a follow-up survey. This is the reason for my visit today. I would like to ask some questions to see what may have changed about your outlet since we were here last.

<p>scf0. Don't read: Did the respondent agree for you to ask screening questions?</p> <p>[If the respondent refuses to answer any questions, then proceed to section E and record refusal as visit result</p>	<p>1= Yes 2 = No/ No response / Refused -> Skip to section E 3 = Not reached / Not available -> Skip to section E</p>
<p>Scf. Do you have any family planning products or services available to clients at this location today or have you had them available anytime in the past 3 months?</p> <p>PROBE: these can be products or services that you provide to clients for free or for sale. Products include condoms, oral contraceptive pills, emergency contraceptive pills, injections, implants and IUDs. Services include giving contraceptive injections like depo, inserting implants and inserting IUDs.</p> <p><i>[Interviewer: Select "yes" if the outlet has had FP products or services anytime in the past 3 months (including today), even if the outlet does not intend to continue providing FP products and services in the future.]</i></p>	<p>1 = Yes -> Continue to Cnf1_pre 0 = No -> Skip to Section E to end the interview 88 = Don't know -> Continue to Cnf1_pre 99 = Refused/ no response -> Continue to Cnf1_pre</p> <p>[__]</p>
<p>Cnf1_pre. The last time we were here, we spoke to [NAME OF STAFF MEMBER WHO CONSENTED AS MOST SENIOR STAFF MEMBER IN ROUND 1 OR ROUND 2]. I would like to speak to him/her again today. Is he/she available?</p> <p>SurveyCTO Programming: pull name from Cn2_name.</p>	<p>1 = Yes -> ask to speak with the named respondent and seek consent from him/her, continue to Cnf1 0 = No -> Skip to Cnf2_pre 88 = Don't know -> Skip to Cnf2_pre 99 = Refused/ No response -> Skip to Cnf2_pre</p> <p>[__]</p>
<p>Cnf1. DO NOT READ: Did the most senior staff member from a previous round consent to be interviewed?</p>	<p>1 = Yes -> Skip to Section 3 0 = No -> Continue to Cnf2_pre if the outlet provides services and sterilizations and if the person who completed the services and sterilizations interview is different from the most senior staff member interviewed in Round 1.</p>

	<p>Otherwise, skip to Cnf3_pre. []</p>
<p>Cnf2_pre. We also spoke to [name] I would like to speak to him/her again today. Is he/she available?</p> <p>SurveyCTO Programming: Where available, pull and list all names of previous respondents who were not the most senior staff member, in this order: service provider in Round 2, service provider in Round 1, Sterilization provider in Round 2, sterilization provider in Round 1, other provider in Round 2, if any.</p> <p>[Interviewer: if multiple names are displayed here, ask for each person one at a time, starting with the first one listed, until you find someone available and willing to conduct the interview.]</p>	<p>1 = Yes -> Ask to speak with the named respondent and seek consent from him/her, continue to Cnf2</p> <p>0 = No -> Skip to Cnf3_pre</p> <p>88 = Don't know -> Skip to Cnf3_pre</p> <p>99 = Refused/ No response -> Skip to Cnf3_pre</p> <p>[]</p>
<p>Cnf2. DO NOT READ: Did the provider from Round 1 or 2 consent to be interviewed?</p> <p>[Interviewer, ensure that you have asked for all the people displayed in the previous question before answering "no" to this question.]</p>	<p>1 = Yes -> Continue to cnf2_name if more than one name was listed in cnf2_pre. Otherwise, skip to Section 3</p> <p>0 = No -> Skip to Cnf3_pre</p> <p>[]</p>
<p>Cnf2_name. DO NOT READ: Name of provider who consented to be interviewed</p> <p>[Interviewer: Select the name of the previous respondent who was consented for this interview.]</p>	<p>[]</p> <p>Skip to Section 3</p>
<p>[Continue speaking to the current respondent]</p> <p>Cnf3_pre. Is there another staff member, including yourself, that is knowledgeable about family planning products and services provided at this outlet who is available to speak with me today?</p>	<p>1 = Yes -> Ask to speak with that person and gain consent, continue to Cnf3</p> <p>0 = No -> Proceed to Section E to end the interview and make a note of another time when you can come back, if applicable.</p> <p>[]</p>
<p>Cnf3. DO NOT READ: Did the other staff member who is knowledgeable about family planning products and services provide consent to be interviewed?</p>	<p>1 = Yes -> Continue to Cnf3_name</p> <p>0 = No -> Proceed to Section E to end the interview and make a note of another time when you can come back, if applicable.</p> <p>[]</p>
<p>Cnf3_name. DO NOT READ: Name of person who consented as other staff member</p> <p>[Ask the respondent for his/her name, including any nicknames or alternate names that he or she is known by. Record all names and ask for spelling of the names where necessary. Enter 99 if the respondent refuses to provide name]</p>	<p>[]</p> <p>Proceed to Cnf3_position</p>

<p>Cnf3_position. DO NOT READ: Position of person who consented as other staff person</p> <p>[Ask the respondent for his/her job role, if necessary, and select the appropriate option from the list here.]</p>	<p>1 = Owner 2 = In charge 3 = Manager 4 = Staff 96 = Other [Specify____] 99 = Refused / No response [____] Continue to Bf2</p>
<p>Bf2. DON'T READ: Is respondent male or female?</p> <p>0 = Male 1 = Female</p>	<p>[____]</p>
<p>Bf3. What age are you today? Write age in years</p> <p>8888 = Don't know 9999= Refused/ no response</p>	<p>[____]</p>
<p>Bf4. What is the highest level of education you completed?</p> <p>1 = No formal education 2 = Some primary school 3 = Completed primary school 4 = Some secondary school 5 = Completed secondary school 6 = Some university/college 7 = Completed a university/college degree 88 = Don't know 99 = Refused/ No response</p>	<p>[____]</p>
<p>Bf6. What month and year did you first begin working at this outlet?</p> <p>a. Month began working at this outlet b. Year began working at this outlet</p> <p>8888 = Don't know 9999 = Refused</p>	<p>[____] [____ ____ ____ ____]</p>
<p>Bf20. Have you received any training on family planning in the last 12 months?</p> <p>PROBE: this includes pre-service training, stand-alone workshops. And on-the-job training. Pre-service training is an educational training completed before receiving qualification.</p> <p>1 = Yes 0 = No -> Skip to Section 3 88 = Don't know -> Skip to Section 3 99 = refused/ no response -> Skip to Section 3</p>	<p>[____]</p>
<p>Bf20b. Please tell me briefly what type(s) of training you received.</p> <p>[_____]</p>	<p>Skip to Section 3</p>

Section 2: Screening for Survey Eligibility and consent for outlets not interviewed in Round 1 or Round 2.

[Interviewer completes this section for outlets which were not screened in Round 1 or Round 2 and those which were screened in Round 1 or 2 and were found eligible but did not complete any other portion of the interview beyond screening.]

[Interviewer: Read the introductory script below. If the respondent refuses to answer any questions, then proceed to section E and record refusal as visit result. The respondent may want to see the consent information sheet first. If this is the case, provide him/her this form, explain it briefly and answer any questions that he/she has. Then, ask whether you may proceed with the screening questions. You will still need to obtain consent formally after the screening if the outlet is eligible.]

INTRODUCTORY SCRIPT FOR OUTLETS NOT SCREENED IN ROUND 1 (E.G., REFUSALS AND NOT REACHED):

Hello, my name is _____. I work on behalf of Population Services Kenya. We are conducting a study on the availability of family planning products and services. The results will be used to improve the availability of modern family planning methods in this local community. I would like to ask a few questions to see if this outlet could be part of the survey. If this outlet is eligible for the survey, then I will take you through a consent process to provide you more information about the study.

<p>sc0. Don't read: Did the respondent agree for you to ask screening questions?</p> <p>[If the respondent refuses to answer any questions, then proceed to section E and record refusal as visit result]</p>	<p>1= Yes 2 = No/ No response / Refused -> Skip to section E 3 = Not reached / Not available -> Skip to section E</p>
<p>Sc1. Do you have any male or female condoms available at this location today? Verify with prompt cards, go to Sc2</p>	<p>1 = Yes 0 = No 88 = Don't know 99 = Refused/ No response</p> <p>[]</p>
<p>Sc2. Do you have any of the following family planning products available at this location <u>today</u>? [PROBE: these can be products that you provide to clients for free or for sale. These do not include samples used for FP counseling only.] Read and record a response for each option. Verify each option with prompt cards.</p> <p>A. Oral contraceptive tablets B. Emergency contraceptive tablets C. Injectable contraceptives D. Contraceptive implants E. Contraceptive IUDs</p>	<p>1 = Yes-> Proceed to Cn1 to gain consent if responded yes to at least one</p> <p>0 = No -> Continue to Sc3 if answer "no" to all</p> <p>88 = Don't know -> Continue to Sc3 if answer "don't know" to all</p> <p>99 = Refused/ No response -> Continue to Sc3 if refused/gave no response to all</p> <p>[] [] [] [] []</p>
<p>Sc3. Are there any of the following family planning products that are out of stock today, but that you stocked in the <u>past 3 months</u> at this location? [PROBE: this can be for sale or for service provision]</p>	<p>1 = Yes -> Proceed to Cn1 to gain consent if responded yes to at least one</p>

[Read and record a response for each option. Verify each option with prompt cards. If the outlet has never offered the product, select NO.]

- A. Oral contraceptive tablets
- B. Emergency contraceptive tablets
- C. Injectable contraceptives
- D. Contraceptive implants
- E. Contraceptive IUDs

0 = No -> **Skip to Sc7 if respond no to all**

88 = Don't know -> **Skip to Sc7 of respond Don't know to all**

99= Refused/ No response -> **Skip to Sc7 if refused/gave no response to all**

Sc4. Do you know the names of the products that are out of stock today? If so, please list the names and tell me how many days, weeks and/or months each one has been out of stock for. If stocked out for less than 1 day, record 1 day. I will accept generic or brand names. **Record one product and number of days, weeks, and/or months per line.**

[For public hospitals/ health centers/nursing homes/ dispensaries only: when interviewing all sub-outlets except pharmacy/ chemist, note that products may be stocked out in the sub-outlet but be available in the pharmacy/chemist. Please only record products here which are stocked out in both places. You may ask the respondent to contact the pharmacy/ chemist to verify product availability.]

1 = Yes. **Record product names, one product per line in sc5.**

0 = No -> **Skip to Section 4**

88 = Don't know/ Don't remember -> **Skip to Section 4**

99 = Refused/ No response -> **Skip to Section 4**

Sc5. . List name of product that is out of stock today and tell me for how many days the product has been out of stock. I will accept generic or brand names.

Record one product and number of days, weeks, and/or months per line

a.Product name	b.Months	c.Weeks	d. Days
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

All skip to Section 4.

5c5a

88 = Don't know

99 = Refused

5c5b – 5c5d

8888 = Don't know

9999 = Refused

<p>Sc7. Do you currently provide any of the following family planning services at this location? Read and record a response for each option.</p> <p>A. Administration of injectable contraceptives B. Insertion of contraceptive implants C. Removal of contraceptive implants D. Insertion of contraceptive IUDs E. Removal of contraceptive IUDs F. Female sterilizations G. Male sterilizations</p>	<p>1 = Yes -> Proceed to Cn1 to gain consent if responded yes to at least one</p> <p>0 = No -> If responded no to all options, outlet not eligible. Proceed to Section E, Question E6 to end the interview</p> <p>88 = Don't know -> If responded don't know to all options, outlet not eligible. Proceed to Section E, Question E6 to end the interview</p> <p>99 = Refused/ no response -> If refused or gave no response to all options, outlet not eligible. Proceed to Section E, Question E6 to end the interview</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p>[Interviewer: tell the respondent that the outlet or sub-outlet is eligible to participate in the study but that you must first get consent from the owner or person in charge before proceeding with the rest of the interview. If the respondent indicates that he or she is not the owner or person in charge, ask to speak with the owner or the person in charge. If the owner or person in charge is not present, ask the respondent whether he or she can be contacted by telephone. If the owner or person in charge is reached in person or on the phone, then introduce yourself, proceed with the informed consent procedure, and make note of whether consent was received or not in the next field/question. If the owner or person in charge cannot be reached, then ask the respondent the best time for you to come back for a second attempt and make note of this in Section E.]</p> <p>Cn1. DO NOT READ: Did the owner or person in charge provide consent for the outlet or sub-outlet to be included in this survey round?</p>	<p>1 = Yes -> Proceed to Cn1_name</p> <p>0 = No -> Go to Section E, Question E6 to end the Interview</p> <p><input type="checkbox"/></p>
<p>Cn1_name. DO NOT READ: Name of person who consented as owner or person in charge</p> <p>[Ask the respondent for his/her name, including any nicknames or alternate names that he or she is known by. Record all names and ask for spelling of the names where necessary. Enter 99 if the respondent refuses to provide name]</p>	<p><input type="text"/></p>
<p>Cn1_position. DO NOT READ: Position of person who consented as owner or person in charge</p> <p>[Ask the respondent for his/her job role, if necessary, and select the appropriate option from the list here.]</p>	<p>1 = Owner 2 = In charge 3 = Manager 99 = Refused / No response</p> <p><input type="checkbox"/></p>

<p>[Continue speaking to the owner/ person in charge]</p> <p>Cn2_pre1. Are you the most senior staff person who is knowledgeable about family planning products and services provided at this outlet?</p>	<p>1 = Yes -> If responded YES to Sc2, then proceed to section 3. If responded YES to Sc3, then proceed to Sc4. If responded YES to Sc7, then proceed to Section 4</p> <p>0 = No -> Continue to Cn2_pre2</p> <p>88 = Don't know -> Continue to Cn2_pre2</p> <p>99 = Refused / No response -> Continue to Cn2_pre2</p> <p>[]</p>
<p>Cn2_pre2. Is the most senior staff member available today to speak with me?</p>	<p>1= Yes -> Ask to speak with that person and gain consent, continue to Cn2</p> <p>0 = No -> Skip to Cn3_pre1</p> <p>88 = Don't know -> Skip to Cn3_pre1</p> <p>99 = Refused / No response -> Skip to Cn3_pre1</p> <p>[]</p>
<p>Cn2. DO NOT READ: Did the most senior staff person who is knowledgeable about family planning products/services provide consent to be interviewed?</p>	<p>1 = Yes -> Continue to Cn2_name</p> <p>0 = No -> Skip to Cn3_pre1</p> <p>[]</p>
<p>Cn2_name. DO NOT READ: Name of person who consented as senior staff person</p> <p>[Ask the respondent for his/her name, including any nicknames or alternate names that he or she is known by. Record all names and ask for spelling of the names where necessary. Enter 99 if the respondent refuses to provide name]</p>	<p>[]</p> <p>Proceed to Cn2_position</p>
<p>Cn2_position. DO NOT READ: Job title/ position of person who consented as senior staff person</p> <p>[Ask the respondent for his/her job role, if necessary, and select the appropriate option from the list here.]</p>	<p>1 = Owner</p> <p>2 = In charge</p> <p>3 = Manager</p> <p>4 = Staff</p> <p>96 = Other [Specify []]</p> <p>99 = Refused / No response</p> <p>[]</p> <p>If responded YES to Sc2, then proceed to section 3. If responded YES to Sc3, then go to Sc4. If</p>

	<i>responded YES to Sc7, then proceed to Section 4</i>
Cn3_pre1: Is there another staff member that is knowledgeable about family planning products and services provided at this outlet who is available to speak with me today?	1 = Yes -> Ask to speak with that person and gain consent, continue to Cn3 0 = No -> Skip to Cn1_x 88 = Don't know -> Skip to Cn1_x 99 = Refused / No response -> Skip to Cn1_x []
Cn3: DO NOT READ: did the other staff member who is knowledgeable about family planning products/services provide consent to be interviewed?	1= Yes -> Continue to Cn3_name 0= No -> Skip to Cn1_x
Cn3_name. DO NOT READ: Name of person who consented as 'other staff member' <i>[Ask the respondent for his/her name, including any nicknames or alternate names that he or she is known by. Record all names and ask for spelling of the names where necessary. Enter 99 if the respondent refuses to provide name]</i>	[] Proceed to Cn3_position
Cn3_position. DO NOT READ: Position of person who consented as other staff member <i>[Ask the respondent for his/her job role, if necessary, and select the appropriate option from the list here.]</i>	1 = Owner 2 = In charge 3 = Manager 4 = Staff 96 = Other [Specify____] 99 = Refused / No response [] <i>If responded YES to Sc2, then proceed to section 3. If responded YES to Sc3, then proceed to Sc4. If responded YES to Sc7, then proceed to Section 4</i>
<i>[Continue speaking to the owner/ person in charge if he or she is present in person. If not present in person, ask when you can come back to speak to him or another staff who was not available today.]</i> Cn1_x: Are you willing to be interviewed today about family planning products and services provided at this outlet?	1 = Yes -> <i>If responded YES to Sc2, then proceed to section 3. If responded YES to Sc3, then proceed to Sc4. If responded YES to Sc7, then proceed to Section 4</i> 0 = No -> Proceed to Section E to end the interview and make a note of another time when you can come back, if applicable.

Before proceeding to section 3 or 4, ensure you have obtained informed consent and given the respondent a copy of the consent form to keep.

Section 3: Family Planning Product Audit

[Interviewer completes this section for all outlets]

respondent_s3. Who is the intended respondent of the Family Planning Product Audit?
[SurveyCTO programming: enable selection of any respondent(s) (e.g. most qualified staff) that agreed to answer questions in section 2.]

[_____]

Read to the provider:

Now, I would like to ask questions about the full range of family planning products that you currently have in stock. First, I will ask you to please bring out and show me all of the family planning products that you currently have in stock, including condoms. I will read out a list of different types of products and show you pictures of them to help you determine if you have them in stock.

A0. Do you currently have any of the following?

[Interviewer, select no if the outlet has no product available]

1 = Yes -> **Continue to instructions below and then to A1.**

0 = No -> **Skip to A8**

88 = Don't know -> **Skip to A8**

99= refused/ no response -> **Skip to A8**

Prompt entire list using family planning prompt card.

- Birth control patches such as *Evra*
- Vaginal birth control rings such as *Nuvaring*
- *CycleBeads*
- Diaphragms
- Vaginal foaming tablets such as *Today*
- Male condoms such as *Trust, Salama, Sure, KamaSutra, Wet N Wild, Durex, Rough Rider, Delux, Kings Size, Kiss, Erotica, Spike, Leo, UNFPA Latex, Flavours, Bareback, One Touch*
- Female condoms such as *FC2, Pasante*
- Oral contraceptive tablets such as *Microgynon, Chaguo Langu (My Choice), Microlut, Femipill, Femiplan, Exluton, Diane-35, Yasmin, Mercilon*
- Emergency contraceptive tablets such as *Levonorgestrel, Postinor-2, Postpill, ECee2, Emcon, Lenor-72, P-2, Lydia Postpil*
- Injectable contraceptives such as *Depo-Provera, Femiject, Sayana Press, Manstogan, Famy-Depo*
- Contraceptive implants such as *Implanon NXT, Jadelle*
- Contraceptive IUDs such as *Optima, Lydia, Mirena, Femiplan, Pregna, Eves Copper T, SMB Copper T*

After the respondent has brought out all methods available, read the following text, then follow the instructions that follow: Thank you. Now I will organize these products by groups and then will begin asking you questions about each one.

1. Different product audit sheets will be used to record the product information based on the form and brand of product. Separate the family planning products into four piles:

- **The first pile should contain one of each brand of all non-drug family planning products available at the outlet including: male and/or female condoms. If CycleBeads and/or diaphragms are available, include in this pile. Use the FP Non-Drug Audit Sheet to record.**
- **The second pile should contain one of each brand of all oral contraceptive tablets available at the outlet including: oral contraceptives and/or emergency contraceptives. If birth control patches or vaginal foaming tablets are available, include in this pile. Use the FP Tablet Audit Sheet to record.**
- **The third pile should contain one of each brand of all injectable contraceptives available at the outlet. Use the FP Injection Audit Sheet to record.**

- **The fourth pile should contain one of each brand of all contraceptive implants and IUDs available at the outlet. If vaginal birth control rings are available, include in this pile. Use the FP Insertion Audit Sheet to record.**

2. Number each family planning product brand by assigning a Product Number (starting from 1 for FP Non-Drugs, again from 1 for Tablets and so on).

1. IMPORTANT- FOR THOSE COMPLETING BY PAPER IN CASE OF MOBILE DEVICE FAILURE: If additional audit sheets are used, add these sheets after the ones provided and staple the questionnaire again. All pages should be in order before you move onto the next outlet. Number each audit sheet used in the spaces provided at the bottom of the page.

4. Read the following question to the respondent.

A1. Do you keep facility-level records of family planning products sold and/or services provided?

1 = Yes -> **Interviewer see instructions below.**

0 = No

88 = Don't know

99= refused/ no response

[Interviewer: If records are available, ask respondent to obtain and reference them during the audit interview. If allowed to view, cross-check answers given for "number sold/distributed" for all products and services. If figures for audit sheets given by the respondent and the records are not the same, ask the respondent the reasons for discrepancies and which is more accurate, then make a comment in the "comments" section for the relevant brand/product. Record the one indicated by the respondent as being more accurate.]

SurveyCTO Programming / Interviewer: Continue to A6_pre if a pharmacy/chemist within an outlet; skip to A10 if a sub-outlet other than pharmacy/chemist; Skip to product audit section if not a sub-outlet.

SurveyCTO Programming: For sub-outlet pharmacy/chemist only

A6_pre. Do you dispense family planning products to individual clients?

(PROBE: this includes clients who are patients within this outlet and those who are not.)

1 = Yes -> **continue to A10**

0 = No -> **Skip to Section E to end the interview**

88 = Don't know -> **Skip to Section E to end the interview**

99= refused/ no response -> **Skip to Section E to end the interview**

A10. Do you report data to another department within this outlet about family planning products and services that you provide in your department?

1 = Yes -> **Continue to A11**

0 = No -> **Skip to A12**

88 = Don't know -> **Skip to A12**

99= refused/ no response-> **Skip to A12**

<p>A11. To which department(s) do you report data? [PROBE: You may name multiple departments]</p> <p>[SurveyCTO programming: show the list of Sub-outlets available in that outlet]</p> <p>[Interviewer: Do not read response options. Listen to the answer and select the appropriate response options.]</p> <p>a = Family Planning Clinic /Consultant /RH clinic b = Pharmacy / chemist c = Antenatal/Maternal Child Health Family Planning (MCHFP) d = Maternity postnatal ward/ Female ward e = HIV Clinic (CCC) f = Youth Friendly Center g = Outpatient Department h = Laboratory j = Other (SurveyCTO: populate name)</p>	<p>1= Yes 0= No 88 = Don't know 95 – Not applicable</p> <p><input type="checkbox"/> <input type="checkbox"/></p>
<p>A12. Does your department collect data about family planning products and services that are provided in other departments?</p> <p>1 = Yes -> Continue to A13 0 = No -> Proceed to product audit 88 = Don't know -> Proceed to product audit 99= refused/ no response -> Proceed to product audit</p>	<p><input type="checkbox"/></p>
<p>A13. From which department(s) do you collect data? [PROBE: You may name multiple departments]</p> <p>[SurveyCTO programming: show the list of Sub-outlets available in the outlet]</p> <p>[Interviewer: Do not read response options. Listen to the answer and select the appropriate response options.]</p> <p>a = Family Planning Clinic /Consultant /RH clinic b = Pharmacy / chemist c = Antenatal/Maternal Child Health Family Planning (MCHFP) d = Maternity postnatal ward/ Female ward e = HIV Clinic (CCC) f = Youth Friendly Center g = Outpatient Department h = Laboratory j = Other (SurveyCTO: populate name)</p> <p>Continue to product audit</p>	<p>1= Yes 0= No 88 = Don't know 95 = Not applicable</p> <p><input type="checkbox"/> <input type="checkbox"/></p>

[Important note: When completing product audit for a sub-outlet, please ask respondents to verify stockout information and wholesale purchase price directly with the pharmacy/chemist or other department that may distribute products to the sub-outlet being interviewed.]

<p>ND1. Non-drug type []</p> <p>1 = Male condom 2 = Female condom 3 = CycleBeads 4 = Diaphragm</p>	<p>ND2. Brand name</p> <p>96 = Other (specify)</p> <p>ND2a. Number of different package sizes</p> <p>[]</p>	<p>ND3. Manufacturer</p> <p>95 = Not listed 96 = Other (specify)</p>	<p>ND4. Country of manufacture []</p> <p>9666 = Other (specify) 8888 = Country not listed</p>	<p>ND5. Package size being audited (Record '1' if products individually sold.)</p> <p>There are a total of [][] individual non-drug products in each package.</p>	
<p>ND6a. Total number sold/distributed in the last 1 month to individual consumers. (i.e., for personal use).</p> <p>This outlet sold/distributed [][][][] packages in the last 1 month.</p> <p>9999 = Refused 8888 = Don't know</p>	<p>ND7. Stocked out at any point in the past 3 months?</p> <p>1 = Yes 0 = No -> Skip to ND8 88 = Don't know -> Skip to ND8 99 = Refused / No response -> Skip to ND8</p> <p>[]</p>	<p>ND8. Retail selling price</p> <p>a. [][][] packages cost an individual client</p> <p>b. [][][][][][] KES</p> <p>0 = Free 9999 = Refused 8888 = Don't know</p>		<p>ND9. Wholesale purchase price for the outlet's most recent wholesale purchase</p> <p>a. [][][][][][] packages cost</p> <p>b. [][][][][][][][] KES</p> <p>0 = Free 9999 = Refused 8888 = Don't know</p>	<p>ND10a. Is the product expired? []</p> <p>1 = Yes 0 = No 88 = Don't know (expiration date not indicated on packaging)</p>
<p>ND6b. Total number sold/distributed in the last 1 month to others who are not individual consumers (i.e., not for personal use; this includes providers and distributors who may purchase/obtain large quantities of the product at once)</p> <p>This outlet sold/distributed [][][][] packages in the last 1 month.</p> <p>9999 = Refused 8888 = Don't know</p>	<p>ND7a-c. Duration of stockout</p> <p>Enter number of months, weeks and/or days. (Prompt: this is the combined total of all stockouts in past 3 months. If stocked out for less than 1 day, record 1 day.)</p> <p>[] a. Months [] b. Weeks [] c. Days</p> <p>8888 = Don't know 9999 = Refused</p>		<p>ND9c. Supplier []</p> <p>(Ask provider) From where did you get your most recent wholesale purchase/supply?</p> <p>1 = Wholesale pharmacy 2 = Retail pharmacy 3 = Government medical stores 4 = Health facility 5 = NGO 6 = Supermarket/ wholesale supermarket 7= Sales representative/ distributor 8= pharmaceutical company 9 = Outlet's Head office 96 = Other, specify: [] 88 = Don't know 99 = Refused/ no response</p>		<p>ND10. Comments</p>
<p>ND6c. Source of information</p> <p>0 = Provider recall 1 = Outlet records</p> <p>[]</p>					

<p>TAB1. Tablet type 1 = oral contraceptive pills 2 = emergency contraceptive pills 3 = birth control patch 4 = vaginal foaming tablets [][]</p>	<p>TAB1a. Tablet type-use [][] (Ask provider) Do you ever use this product for emergency contraception? 1 = Yes 0 = No 88 = Don't know 95 = Not applicable</p>	<p>TAB2. Brand name [][] 96 = Other (specify) _____</p> <p>TAB2a. Number of different package sizes [][]</p>	<p>TAB3. Generic name A. [][][][] B. [][][][] C. [][][][] 95 = Not indicated 96 = Other (specify) _____</p>	<p>TAB3a. Strength If there is more than one strength for the same generic name, record the first strength here and record the other strengths in the Comments. [][][][].[][][] [][][][].[][][] [][][][].[][][] 8888 = Not indicated</p>	<p>TAB3b. Strength Units [][] [][] [][] 1= mg 2 = µg, mcg 3= % 95 = not indicated</p>
<p>TAB4. Manufacturer [][] 95= Not listed 96 = Other (specify) _____</p>	<p>TAB6a. Package size being audited (Record number per package) There are a total of [][][][] Blisters (Cycles) of oral contraceptive pills per package OR Tablets of Emergency Pills/Patches/Foaming in each package.</p> <p>TAB6b. Cycle size For oral contraceptive pills only: There are a total of [][][][] Oral contraceptive pills in each blister (cycle)</p>	<p>TAB7a. Total number sold/distributed in the last 1 month to individual consumers (i.e., for personal use) This outlet sold/distributed [][][][][][][][] Blisters of OCP/ pills of Emergency contraceptive/ foaming tablets/ patches in the <u>last 1 month</u>. 9999 = Refused 8888 = Don't know</p>			
<p>TAB5. Country of Manufacture 9666 = Other (specify) _____ 8888 = Country not listed If country not listed, write: not listed</p>	<p>TAB6c. Lowest Distribution: For all products: Outlet distributes/sells [][][][][][][][] as the lowest number of Blisters, Emergency Pills, Patches, Foaming tablets to individual consumers.</p>	<p>TAB7b. Total number sold /distributed in the last 1 month to others who are not individual clients (i.e., not for personal use; this includes providers and distributors who may purchase/obtain large quantities of the product at once). This outlet sold/distributed [][][][][][][][] number of Blisters of OCP/ Pills/Patches/ Foaming tablets in the <u>last 1 month</u>. 9999 = Refused 8888 = Don't know</p> <p>TAB7c. Source of information 0 = Provider recall 1 = Outlet records [][]</p>			
<p>TAB8. Stocked out at any point in the past 3 months? [][] 1 = Yes 0 = No -> Skip to TAB9 88 = Don't know-> Skip to TAB9 99 = Refused / No response -> Skip to TAB9</p>	<p>TAB9. Retail selling price (Record lowest number of distribution described in Tab6c)(Record lowest number of distribution described in Tab6c) a. [][][][][] Blisters/Emergency Pills/Patches/Foaming Tablets b. cost an individual client [][][][][][][][] KES 0 = Free 9999 = Refused 8888 = Don't know</p>	<p>TAB10. Wholesale purchase price for the outlet's most recent wholesale purchase (Record # of packages described in Tab6a) a. [][][][][][][][] packages cost b. [][][][][][][][][][][][][] KES 0 = Free 9999 = Refused 8888 = Don't know</p>	<p>TAB10c. Supplier (Ask provider) From where did you get your most recent wholesale purchase/supply? [][] 1 = Wholesale pharmacy 2 = Retail pharmacy/chemist 3 = Government medical stores 4 = Health facility 5 = NGO 6= Supermarket/ wholesale supermarket 7 = Sales representative/ distributor 8 = pharmaceutical company 8 = Outlet's Head office 96 = Other, specify: [][][][][][][][] 88 = Don't know 99 = Refused / No response</p>	<p>TAB11a. Is the product expired? [][] 1 = Yes 0 = No 88 = Don't know (expiration date not indicated on packaging)</p> <p>TAB11. Comments</p>	
<p>TAB8a-c. Duration of stockout. Enter number of months, weeks and/or days. (Prompt: this is the combined total of all stockouts in past 3 months. If stocked out less than 1 day, record 1 day.) [][] a. Months [][] b. Weeks [][] c. Days 8888 = Don't know 9999 = Refused</p>					

INS1. Brand name [][] 96 = Other (specify)		INS2. Type [][] 1 = Contraceptive implant 2 = Vaginal birth control ring 3 = Hormonal-based IUD 4 = Copper-based IUD		INS3. Generic name A. B. 95 = Not indicated 96 = Other (specify)		INS3a. Strength (Do not record for copper IUD) [][][][] mg [][][][] mg 8888 = Not indicated		INS3b. For implants only Strength for [][] number of rods INS4. Manufacturer [][] 95 = not listed 96 = Other (specify)		INS5. Country of Manufacture [][][][] 9666 = Other (specify) 8888 = Country not listed					
INS6. Package size In each package, there are a total of [][][] number of Rod(s) IUD(s) -> Go to INS8a Ring(s) -> Go to INS8a [][]		INS8a. Total number sold/distributed in the last 1 month to individual consumers (i.e., for personal use) This outlet sold/distributed [][][] packages in the last 1 month. 9999 = Refused 8888 = Don't know		INS8c. Source of information (for sales) 0 = Provider recall 1 = Outlet records [][] INS9. Stocked out at any point in the past 3 months? [][] 1 = Yes 0 = No 88 = Don't know 99 = Refused		INS10. Do you, or other staff, perform insertion services for this brand at this outlet? [][] 1 = Yes 0 = No -> Go to INS12a 88 = Don't know -> Go to INS12a INS10a. If yes, what is the total cost to have this brand inserted, including product cost and service fee? [][][][][][][] KES 0 = Free 9999 = Refused 8888 = Don't know		INS11. How many insertion procedures have been conducted at this outlet in the last 1 month? (PROBE: include only procedures for which the outlet used its own stock of products, not those for which clients brought in the product from outside.) [][][][][] 9999 = Refused 8888 = Don't know INS11a. Source of information 0 = Provider recall 1 = Outlet records [][]							
INS7. Package contents Does package come with disposable applicator or trocar? 1 = Yes 0 = No [][]		INS8b. Total number sold/distributed in the last 1 month to others who are not individual consumers (i.e., not for personal use; this includes providers and distributors who may purchase/obtain large quantities of the product at once). This outlet sold/distributed [][][] packages in the last 1 month. 9999 = Refused 8888 = Don't know		INS9a-c. Duration of stockout. Enter number of months, weeks and/or days. (Prompt: this is the combined total of all stockouts in past 3 months. If stocked out less than 1 day, record 1 day.) [][] a. Months [][] b. Weeks [][] c. Days 8888 = Don't know 9999 = Refused		INS12a. Do you provide this brand of implant/IUD for clients to take away for insertion procedures somewhere else? [][] 1 = Yes 0 = No -> Go to INS13 88 = Don't know -> Go to INS13 99 = Refused -> Go to INS13		INS12c. If yes, total number sold/distributed in the last 1 month to individual consumers to take away? [][][][] KES 9999 = Refused 8888 = Don't know		INS13. Wholesale purchase price for the outlet's most recent wholesale purchase a. [][][][][][] b. [][][][][][] KES 0 = Free 9999 = Refused 8888 = Don't know		INS13c. Supplier (Ask provider) From where did you get your most recent wholesale purchase/supply? [][] 1 = Wholesale pharmacy 2 = Retail pharmacy/chemist 3 = Government medical stores 4 = Health facility 5 = NGO 6 = Supermarket/ wholesale supermarket 7 = Sales representative/ distributor 8 = Pharmaceutical company 9 = Outlet's Head office 96 = Other, specify: [][][][][][] 88 = Don't know 99 = Refused / No response		INS14a. Is the product expired? [][] 1 = Yes 0 = No 88 = Don't know (expiration date not indicated on packaging) INS14. Comments	
INS12b. If yes, what is cost of 1 implant/IUD for an individual client to take away? [][][][][][] KES 0 = Free 9999 = Refused 8888 = Don't know															

<p>Read the following question to the respondent.</p> <p>A8. Are there any family planning products that are out of stock today but that you stocked in the <u>past 3 months</u> at this location? [PROBE: this can be for sale or for service provision]</p>	<p>1 = Yes -> Continue to A9</p> <p>0 = No -> Skip to section 4 if suboutlet type = FP clinic or MCHFP clinic. Skip to section E, if suboutlet ≠ FP clinic or MCHFP.</p> <p>88 = Don't know -> Skip to section 4 if suboutlet type = FP clinic or MCHFP clinic. Skip to section E, if suboutlet ≠ FP clinic or MCHFP.</p> <p>99= Refused/ no response -> Skip to section 4 if suboutlet type = FP clinic or MCHFP clinic. Skip to section E, if suboutlet ≠ FP clinic or MCHFP.</p> <p>[]</p>
<p>A9(pre). Do you know the names of the products that are out of stock today? If so, please list the names and tell me how many days, weeks and/or months each one has been out of stock for. If stocked out for less than 1 day, record 1 day. I will accept generic or brand names. [Interviewer: record one product per line.]</p>	<p>1 = Yes -> Go to A9</p> <p>0 = No</p> <p>88 = Don't know/ Don't remember</p> <p>99 = Refused/ No response</p> <p>[]</p> <p>Proceed to Section 4. If a suboutlet type other than FP clinic or MCHFP clinic, then Skip to Section E to end the interview.</p>
<p>A9. List the name of product that is out of stock today and tell me for how many days, weeks and months the product has been out of stock. I will accept generic or brand names.</p> <p>a. Product name b. number of months c. number of weeks d. number of days</p> <p>[] [] [] []</p>	<p>8888 = Don't know</p> <p>9999 = Refused / No Response</p>

INTERVIEWER: WHERE TO GO NEXT FOR SUB-OUTLETS AFTER PRODUCT AUDIT:

- Family Planning Clinic / Family Planning Consultant /Reproductive Health clinic -> **Continue to Section 4**
- Antenatal/Maternal Child Health Family Planning -> **Continue to Section 4**
- Maternity postnatal ward -> **Skip to Section E**
- HIV Clinic -> **Skip to Section E**
- Youth Friendly Center -> **Skip to Section E**
- Outpatient Department -> **Skip to Section E**
- Laboratory -> **Skip to Section E**
- Pharmacy/ Chemist -> **Skip to Section E**
- Other -> **Skip to Section E**

Section 4: Background Information about the Outlet, Providers and Service Availability

[Interviewer completes this section for all outlets, but some questions are relevant for only outlets which were not interviewed in Round 1 or Round 2.]

This section is focused on general information about the outlet, its providers, and what services are available. Completing the questions may require speaking with more than 1 staff member. If the respondent does not know the answer to a question in this section, ask to speak with another staff member who may have the information. In an outlet with multiple departments, this section is to be completed only for the following clinic types: FP clinic/consultant/ RH clinic and Antenatal/MCHFP clinic.

I Would like to ask you about this outlet, the people that work here, and about the services that you provide. But first, I want to ask you a few questions about yourself.

SurveyCTO programming: For outlets interviewed in Round 1 or 2, ask only the following questions: B12, B13, B14, B15, B16, B17, B17a, B17b, B17c, B23. Outlets being interviewed for the first time should be asked all questions.

<p>respondent_s4. Who is the intended respondent of Section 4?</p> <p>[SurveyCTO programming: enable selection of any respondent(s) (e.g. most qualified staff) that agreed to answer questions in section 2.]</p>	<p><input type="checkbox"/></p> <p>96 = Someone else</p>
<p>SurveyCTO Programming: For only outlets not interviewed in Round 1 or 2</p> <p>B2. <u>Don't read:</u> Is respondent male or female?</p> <p>0 = Male 1 = Female</p>	<p><input type="checkbox"/></p>
<p>SurveyCTO Programming: For only outlets not interviewed in Round 1 or 2</p> <p>B3. What age are you today? Write age in years</p> <p>8888 = Don't know 9999 = Refused/ no response</p>	<p><input type="checkbox"/></p>
<p>SurveyCTO Programming: For only outlets not interviewed in Round 1 or 2</p> <p>B4. What is the highest level of education you completed?</p> <p>1 = No formal education 2 = Some primary school 3 = Completed primary school 4 = Some secondary school 5 = Completed secondary school 6 = Some university/college 7 = Completed a university/college degree 88 = Don't know 99 = Refused/ No response</p>	<p><input type="checkbox"/></p>

<p>SurveyCTO Programming: For only outlets not interviewed in Round 1 or 2</p> <p>B5. What health qualifications do you have, if any?</p> <p>[DO NOT READ LIST. Wait for the respondent to respond and then select the appropriate response option from the list below. You may select more than one]</p> <p>1 = Medical doctor 2 = Clinical Officer 3 = Nurse / Midwife 4 = Medical Assistant/ Nursing Assistant/ Nurse Aid 5 = Pharmacist 6 = Pharmaceutical technologist/ technician 7 = Laboratory technologist/ technician 8 = Community Health Extension Worker/ Community health Volunteer 9 = Public Health Officer 96 = Other (specify _____) 0 = None 88 = Don't know 99 = Refused/ No response</p>	<input type="checkbox"/> <input type="checkbox"/>
<p>SurveyCTO Programming: For only outlets not interviewed in Round 1 or 2</p> <p>B6. What month and year did you first begin working at this outlet?</p> <p>a. Month began working at this outlet</p> <p>b. Year began working at this outlet</p> <p>Enter 8888 for don't know, 9999 for refused/no response</p>	<input type="text" value=" _ _ "/> <input type="text" value=" _ _ _ _ "/>
<p>SurveyCTO Programming: For only outlets not interviewed in Round 1 or 2</p> <p>B7. For how long has this outlet been providing family planning services or products other than condoms?</p> <p>PROBE: Think about how long it has been since the outlet first started selling or giving away FP products or services. Condoms do not count. You can say if you don't know this information or if you are not sure.</p> <p>[Interviewer: read the response options]</p> <p>1 = Less than 3 months 2 = 3 – 6 months 3 = Greater than 6 months – 12 months 4 = More than one year 88 = Don't know/ Not sure 99 = Refused/ No response</p>	<input type="text" value=" _ "/>
<p>SurveyCTO Programming: For only outlets not interviewed in Round 1 or 2</p> <p>B8. How many days in a week are family planning products/services, other than condoms, provided at this outlet?</p>	<input type="text" value=" _ "/>

<p><i>Enter a number between 1 and 7. Enter 1 if services are available less frequently than every week. Enter 8888 for don't know. Enter 9999 for refused/ no response.</i></p>	
<p>SurveyCTO Programming: For only outlets not interviewed in Round 1 or 2</p> <p>B9. On average, how many FP clients does this outlet see each week, excluding those seeking only condoms?</p> <p>[PROBE: This is inclusive of clients who only come in for FP counseling and leave without receiving any FP product or service.]</p> <p><i>Enter 8888 for don't know. Enter 9999 for refused/ no response.</i></p>	<input type="text"/>
<p>SurveyCTO Programming: For only outlets not interviewed in Round 1 or 2</p> <p>B11. Does this outlet provide FP commodities to another outlet which provides FP services and products to clients?</p> <p>[PROBE: The other outlet does not include wholesalers or other entities that may deliver or sell family planning commodity to other facilities.]</p> <p>1 = Yes 0 = No 88 = Don't know 99 = Refused/ No response</p>	<input type="text"/>
<p>B12. Does this outlet conduct family planning community outreach events?</p> <p>[PROBE: Community outreach events include services that you provide in the community, outside of this outlet]</p> <p>1 = Yes 0 = No ->Skip to B14 88 = Don't know -> Skip to B14 99 = Refused/ no response -> Skip to B14</p>	<input type="text"/>
<p>B13. How many times in the last month did this outlet conduct family planning community outreach events?</p> <p>Enter zero if no community outreach conducted in the last month. 8888 = Don't know 9999 = Refused</p>	<input type="text"/>
<p>B14 Does this outlet host family planning community outreach events?</p> <p>[PROBE: this means that community outreach events are held within this outlet]</p> <p>1 = Yes 0 = No -> Skip to B16 88 = Don't know -> Skip to B16 99 = Refused/ no response -> Skip to B16</p>	<input type="text"/>
<p>B15. How many times in the last month did this outlet host family planning community outreach events?</p> <p>Enter zero if no community outreach hosted in the last month. 8888 = Don't know</p>	<input type="text"/>

9999 = Refused/ no response	
<p>B16. Does this outlet provide family planning supervision, support, or supplies to community health volunteers/workers?</p> <p>1 = Yes 0 = No -> Go to B18 88 = Don't know -> Go to B18 99 = Refused/ no response -> Go to B18</p>	[]
<p>B17. How many community health workers are supported by this outlet to provide family planning services?</p> <p>PROBE: Count only CHVs/CHEWs who receive supervision, support or supplies for family planning from this outlet.</p> <p>Enter 8888 for don't know, 9999 for refused.</p>	[]
<p>B17a. Do the CHWs that are supported by this outlet report data about the family planning services that they provide in the community to this outlet?</p> <p>1 = Yes 0 = No -> Go to B18 88 = Don't know -> Go to B18 99 = Refused/ no response -> Go to B18</p>	[]
<p>B17b. Do you usually combine the data that you receive from CHWs with the data for this outlet in your records?</p> <p>[PROBE: this includes when you report data about total number of FP products and services provided to clients]</p> <p>1 = Yes 0 = No -> Go to B18 88 = Don't know -> Go to B18 99 = Refused/ no response -> Go to B18</p>	[]
<p>For all outlets where a <u>product audit</u> was completed</p> <p>B17c. When I asked about number of different FP products and services you have sold or distributed in the last one month, did you report data from this outlet only or data from this outlet combined with those from CHWs?</p> <p>[Interviewer: If the current respondent is not the same one who completed the product audit interview and this current respondent is not able to answer this question, then ask to speak with the previous respondent briefly to get an answer to this question].</p> <p>1 = Data from this outlet alone 2 = Data from this outlet combined with those from CHWs 88 = Don't know 99 = Refused/ no response 95 = Not Applicable. A product audit was not completed</p> <p>All continue to B18</p>	[]

<p>SurveyCTO Programming: For only outlets not interviewed in Round 1 or 2</p> <p>B18. Do you provide counseling to clients on which type of family planning methods to choose at this outlet?</p> <p>1 = Yes 0 = No -> Go to B20 88 = Don't know -> Go to B20 99 = Refused/ No response -> Go to B20</p>	<input type="checkbox"/>
<p>SurveyCTO Programming: For only outlets not interviewed in Round 1 or 2</p> <p>B19. Does this outlet have any job aids for counseling customers on which type of family planning method to choose? (<i>Ask the respondent to show you the job aids.</i>)</p> <p>1 = Yes, observed 2 = Yes, not observed 0 = No 88 = Don't know 99 = Refused/ No response</p>	<input type="checkbox"/>
<p>SurveyCTO Programming: For only outlets not interviewed in Round 1 or 2</p> <p>B20. Have you received any training on family planning in the last 12 months?</p> <p>PROBE: this includes pre-service training, stand-alone workshops, and on-the-job training. Pre-service training is an educational training completed before receiving qualification.</p> <p>[Interviewer: wait for response. If the response is yes, then ask]: please tell me briefly what type(s) of training you received most recently.</p> <p>1 = Yes (Specify _____) 0 = No 88 = Don't know 99 = Refused/ No response</p>	<input type="checkbox"/>
<p>SurveyCTO Programming: For only outlets not interviewed in Round 1 or 2</p> <p>B21. Has any other current staff member at this outlet received any training on family planning in the last 12 months?</p> <p>[Interviewer: select 'Not Applicable' if there is no other staff member at the outlet.]</p> <p>1 = Yes (Specify _____) 0 = No 88 = Don't know 95 = Not applicable 99 = Refused/ No response</p>	<input type="checkbox"/>
<p>SurveyCTO Programming: For only outlets not interviewed in Round 1 or 2</p> <p>B22. DON'T READ. Is there clear FP signage or branding showing availability of FP services and products, other than condoms, in the outlet? <i>This is an observation question, please look around in the outlet and determine this.</i></p> <p>1 = Yes, there is clear signage showing FP services and products available</p>	<input type="checkbox"/> All continue to Section 5

<p>2 = Signage only shows that FP room is available 3 = No signage visible</p>	
<p>B23. Does this outlet provide any of the following services? <i>Read each procedure from the following list and record response.</i></p> <p>B23a. Contraceptive injections B23b. Implant insertion procedures B23c. Implant removal procedures B23d. IUD insertion procedures B23e. IUD removal procedures</p>	<p>1 = Yes 0 = No 88 = Don't know 99 = Refused/ No response</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p> <p><i><u>If 'no', 'don't know' or "refused/no response' for all, Go to Section 6: Service Provider module- Sterilizations</u></i></p>

Section 5: Service Provider Module—Injectables, Implants and IUDs

[Interviewer completes this section for all outlets that provide injections; implant or IUD insertions; or implant or IUD removals. This section applies to both outlets which were interviewed in Round 1 or 2 and those which were not interviewed.]

This section is about provider training, credentials and equipment for all family planning services except sterilizations. The most senior staff member who can perform any of the available services should be interviewed, if possible. Completing the questions may require speaking with more than 1 staff member at the outlet. In an outlet with multiple departments, this section is to be completed only for the following department types: FP clinic/consultant/ RH clinic and Antenatal/MCHFP clinic.]

<p>S1. Are you the most senior staff member available today that can perform any of the following services: contraceptive injections, contraceptive implant insertion, contraceptive implant removal, IUD insertion and IUD removal?</p> <p>1 = Yes -> Skip to S8 0 = No -> Go to S2 88 = Don't know -> Go to S8 99 = Refused/ No response -> Skip to S8</p>	<p>[]</p>
<p>S2. Is the most senior staff member available today to speak with me?</p> <p>1 = Yes -> Ask to speak to the most senior staff member. Obtain informed consent from the person if he or she is not a respondent from a previous section. Go to S2Cn. 0 = No -> Continue speaking with current respondent, skip to S8 88 = Don't know -> Continue speaking with current respondent, skip to S8 99= Refused/ No response -> Continue speaking with current respondent, skip to S8</p>	<p>[]</p>
<p>S2a. Who is the most senior staff member available today to speak with me?</p> <p>[SurveyCTO programming: enable selection of any respondent(s) (e.g. most qualified staff) that agreed to answer questions in section 2.]</p>	<p>[]</p> <p>96 = Someone else</p>
<p>S2Cn: Does the most senior staff member (that can perform any of the following services: contraceptive injections, contraceptive implant insertion, contraceptive implant removal, IUD insertion and IUD removal) consent to be interviewed?</p>	<p>1= Yes -> Continue to s2cn_name 0 = No-> Continue speaking with the previous respondent and skip to S8.</p>
<p>s2cn_name. DO NOT READ. Name of person who consented</p> <p><i>[Ask the respondent for his/her name, including any nicknames or alternate names that he or she is known by. Record all names and ask for spelling of the names where necessary. Enter 99 if the respondent refuses to provide name.]</i></p>	<p>[]</p> <p>Continue to s2cn_position</p>
<p>s2cn_position. DO NOT READ. position of person who consented</p> <p>st</p> <p><i>[Ask the respondent for his/her job role, if necessary, and select the appropriate option from the list here.]</i></p>	<p>1 = Owner 2 = In charge 3 = Manager 4 = Staff</p>

	<p>99 = Refused / No response</p> <p><input type="checkbox"/></p> <p>Continue to S3</p>
<p>S3. What month and year did you first begin working at this outlet?</p> <p>a. Month began working at this outlet Enter 88 for don't know, 99 for refused/ no response</p> <p>b. Year began working at this outlet Enter 8888 for don't know, 9999 for refused/ no response</p>	<p><input type="checkbox"/><input type="checkbox"/></p> <p><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/><input type="checkbox"/></p>
<p>S4. What age are you today?</p> <p>Write age in years 88 = Don't know 99 = Refused</p>	<p><input type="checkbox"/><input type="checkbox"/></p>
<p>S5. What is the highest level of education you completed?</p> <p>1 = No formal education 2 = Some primary school 3 = Completed primary school 4 = Some secondary school 5 = Completed secondary school 6 = Some university/college 7 = Completed a university/college degree 88 = Don't know 99 = Refused / No response</p>	<p><input type="checkbox"/></p>
<p>S6. What health qualifications do you have, if any? [DO NOT READ LIST. Wait for the respondent to respond and then select the appropriate response option from the list below. You may select more than one.]</p> <p>1 = Medical doctor 2 = Clinical Officer 3 = Nurse / Midwife 4 = Medical Assistant/ Nursing Assistant/ Nurse Aid 5 = Pharmacist 6 = Pharmaceutical Technologist/ Technician 7 = Laboratory technologist/ Technician 8 = Community Health Extension Worker / Community Health Volunteer 9 = Public Health officer 96 = Other (specify _____) 0 = None 88 = Don't know 99 = Refused/ No response</p>	<p><input type="checkbox"/></p>
<p>S7. DON'T READ: Is respondent male or female?</p> <p>0 = Male 1 = Female</p>	<p><input type="checkbox"/></p>
<p>S8. Do your own responsibilities at this outlet include providing any of the following? Read each procedure from the following and record response: Enter 88 for don't know, 99 for refused/ no response.</p>	<p>1 = Yes 0 = No 88 = Don't know 99 = Refused / No response</p>

<p>S8a. Contraceptive injections S8b. Implant insertion procedures S8c. implant removal procedures S8d. IUD insertion procedures S8e. IUD removal procedures</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p>S9. Have you received any training in the last 12 months that included a component on performing contraceptive injections, implant insertions, implant removals, IUD insertions and/or IUD removals?</p> <p>PROBE: this includes pre-service training, stand-alone workshops, and on-the-job training. Pre-service training is an educational training completed before receiving qualification.</p> <p>Ask for and record response for each method. Enter 88 for don't know, 99 for refused/ no response</p> <p>S9a. Contraceptive Injections S9b. Implant insertions S9c. Implant removals S9d. IUD insertions S9e. IUD removals</p>	<p>1 = Yes 0 = No -> Skip to s10 88 = Don't know -> Skip to s10 99= Refused/ no response -> Skip to s10</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p>S9_2. Did you receive that training in the last 3 months?</p> <p>[SurveyCTO Programming: show the service(s) for which the respondent answered "yes" in the previous question for probing here.]</p> <p>[Interviewer: Probe for and record response for each service type.]</p> <p>S9a_2. Contraceptive Injections S9b_2. Implant insertions S9c_2. Implant removals S9d_2. IUD insertions S9e_2. IUD removals</p>	<p>1 = Yes 0 = No 88 = Don't know 99= Refused/ No response</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p>S10. Not including yourself, has any other current staff member at this outlet received any training in the last 12 months that included a component on performing contraceptive injections, implant insertions, implant removals, IUD insertions and/or IUD removals?</p> <p>PROBE: this includes pre-service training and stand-alone workshops.</p> <p>Ask for and record response for each method.</p> <p>S10a. Contraceptive injections S10b. Implant insertions S10c. Implant removals S10d. IUD insertions S10e. IUD removals</p>	<p>1= Yes 0 = No -> Skip to s11 88= Don't know -> Skip to S11 99= Refused/ No response -> Skip to s11 95 = Not Applicable -> Skip to s11</p> <p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p>S10_2. Did they receive that training in the last 3 months?</p> <p>[SurveyCTO Programming: show the service(s) for which the respondent answered "yes" in the previous question for probing here.]</p> <p>[Interviewer: Probe for and record response for each service type.]</p> <p>S10a_2. Contraceptive injections</p>	<p>1= Yes 0 = No 88= Don't know 99= Refused/ No response</p> <p><input type="checkbox"/> <input type="checkbox"/></p>

S10b_2. Implant insertions S10c_2. Implant removals S10d_2. IUD insertions S10e_2. IUD removals	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
S11. Do FP clients need to pay any fees in order to be seen by a provider in this outlet even if they do not obtain a method of contraception? PROBE: These may be consultation or registration fees. 1 = Yes -> Continue to S11a if the outlet was interviewed in Round 1 or Round 2. Otherwise, Skip to S12 0 = No -> Skip to S12 88 = Don't know -> Skip to S12 99= Refused/ No response -> Skip to S12	<input type="checkbox"/>
S11a. Have these fees increased, decreased or stayed the same in the last 3 months? 1 = Yes, fees have increased 2 = Yes, fees have decreased 0 = No, fees have remained the same 88 = Don't know 99 = Refused/ No response	<input type="checkbox"/>
S12. Do clients receiving other health services need to pay any fee in order to be seen by a provider in this outlet, even if they do not obtain a product or service? [PROBE: think about whether clients seeking other health services besides FP need to pay any fees.] 1 = Yes 0 = No 88 = Don't know 99 = Refused/ No response	<input type="checkbox"/>
S13a. For those who indicated that they offer injectables in Question B23 Do you provide Sayana Press to clients for self-injection? 1 = Yes 0 = No 88 = Don't know 99 = Refused/ No response	<input type="checkbox"/>
S13. For those who indicated that they offer injectables in Question B23 If a woman came in today, could she receive a contraceptive injection at this outlet if she were eligible to receive the procedure? [Interviewer: If the interview is being conducted late in the day, please clarify that the question is about ability to provide service earlier on that day. If the respondent indicates that she/he provides the service within the outlet but independently of the outlet (i.e., as a side business that the outlet owner/in-charge may or may not know about), select "yes" as the response and make a comment about this at the end of the survey"] 1 = Yes -> Skip S14 0 = No	<input type="checkbox"/>

<p>88 = Don't know -> Skip S14 99 = Refused/ No response -> Skip S14</p>	
<p>S14. Why would a woman be unable to receive an injection today at this outlet? Record all that apply. Enter 88 for don't know, 99 for refused/ no response.</p> <p>1 = Service not offered today 2 = Trained provider not available today 3 = Product not available today 4 = Equipment not available/non-functional today 96 = Other, specify: [_____] 88 = Don't know 99 = Refused / No response</p>	<p>[] [] [] [] [] [] []</p>
<p>S15. For those who indicated that they offer implant insertions in Question B23 If a woman came in today, could she receive a contraceptive implant insertion procedure at this outlet if she were eligible to receive the procedure?</p> <p>[Interviewer: If the interview is being conducted late in the day, please clarify that the question is about ability to provide service earlier on that day.</p> <p>If the respondent indicates that she/he provides the service within the outlet but independently of the outlet (i.e., as a side business that the outlet owner/ in-charge may or may not know about), select "yes" as the response and make a comment about this at the end of the survey"]</p> <p>1 = Yes -> Skip S16 0 = No 88 = Don't know -> Skip S16 99= Refused/ No response -> Skip S16</p>	<p>[]</p>
<p>S16. Why would a woman be unable to receive an implant insertion procedure today at this outlet?</p> <p>1 = Service not offered today 2 = Trained provider not available today 3 = Product not available today 4 = Equipment not available/non-functional today 5 = Room for insertion of implants not available today 96 = Other, specify: [_____] 88 = Don't know 99 = Refused / No response</p>	<p>[] [] [] [] [] [] []</p>
<p>S17. For those who indicated that they offer implant removals in Question B23 If a woman came in today, could she receive an implant removal procedure at this outlet if she were eligible to receive the procedure?</p> <p>[Interviewer: If the interview is being conducted late in the day, please clarify that the question is about ability to provide service earlier on that day.]</p> <p>1 = Yes -> Skip S18 0 = No 88 = Don't know -> Skip S18 99 = Refused/ No response -> Skip S18</p>	<p>[]</p>

<p>S18. Why would a woman be unable to receive an implant removal procedure today at this outlet?</p> <p>1 = Service not offered today 2 = Trained provider not available today 3 = Product not available today 4 = Equipment not available/non-functional today 5 = Room for removal of implants not available today 96 = Other, <i>specify</i>: [_____] 88 = Don't know 99 = Refused/No response</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>S19. For those who indicated that they offer IUD insertions in Question B23 If a woman came in today, could she receive an IUD insertion procedure at this outlet if she were eligible to receive the procedure?</p> <p><i>[Interviewer: If the interview is being conducted late in the day, please clarify that the question is about ability to provide service earlier on that day.]</i></p> <p><i>If the respondent indicates that she/he provides the service within the outlet but independently of the outlet (i.e., as a side business that the outlet owner/ in-charge may or may not know about), select "yes" as the response and make a comment about this at the end of the survey"]</i></p> <p>1 = Yes -> Skip S20 0 = No 88 = Don't know -> Skip S20 99 = Refused / No response -> Skip S20</p>	<input type="checkbox"/>
<p>S20. Why would a woman be unable to receive an IUD insertion procedure today at this outlet?</p> <p>1 = Service not offered today 2 = Trained provider not available today 3 = Product not available today 4 = Equipment not available/non-functional today 5 = Room for insertion of IUDs not available today 96 = Other, <i>specify</i>: [_____] 88 = Don't know 99 = Refused / No response</p>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
<p>S21. For those who indicated that they offer IUD removals in Question B23 If a woman came in today, could she receive an IUD removal procedure at this outlet if she were eligible to receive the procedure?</p> <p><i>[Interviewer: If the interview is being conducted late in the day, please clarify that the question is about ability to provide service earlier on that day]</i></p> <p>1 = Yes -> Skip to ST1 0 = No 88 = Don't know -> Skip to ST1 99 = Refused/ No response -> Skip to ST1</p>	<input type="checkbox"/>

S22. Why would a woman be unable to receive an IUD removal procedure today at this outlet?

1 = Service not offered today

2 = Trained provider not available today

3 = Product not available today

4 = Equipment not available/non-functional today

5 = Room for removal of IUDs not available today

96 = Other, *specify*: [_____]

88 = Don't know

99 = Refused/No response

Interviewer: Go to Section 6: Family Planning Provider Module—Sterilizations.

Section 6: Family Planning Provider Module—Sterilizations

[Interviewer completes this section for both outlets which were interviewed in Round 1 or 2 and those which were not interviewed.]

This section is about provider training, credentials and equipment for outlets that provide male and/or female sterilizations. The most senior staff member who can perform sterilization services should be interviewed. Completing the questions may require speaking with more than 1 staff member at the outlet. In an outlet with multiple departments, this section is to be completed only for the following clinic types: FP/RH/Antenatal/MCH/ICH.

<p>ST1. Does this outlet provide any of the following services? Read each procedure from the following list and record response.</p> <p>ST1a. Male sterilization procedures ST1b. Female Sterilization procedures</p>	<p>1 = Yes 0 = No 88 = Don't know 99 = Refused/ No response</p> <p><input type="checkbox"/> <input type="checkbox"/></p> <p><i>If 'no', 'don't know' or 'refused/no response' for both -> Go to Section E: ending the Interview</i></p>
<p>ST2. Are you the most senior staff member available today that can perform any of the following services: male sterilization and/or female sterilization procedures?</p> <p>1 = Yes -> Skip to ST9 0 = No -> Continue to ST3 88 = Don't know -> Skip to ST9 99 = Refused/ No response -> Go to ST9</p>	<p><input type="checkbox"/></p>
<p>ST3. Is the most senior staff member that can perform male or female sterilizations available today to speak with me?</p> <p>1 = Yes -> Ask to speak with the most senior staff member. Obtain consent from the person if he or she is not a respondent from a previous section, then go to STCn 0 = No -> Continue speaking with current respondent, Go to ST9. 88 = Don't know -> Continue speaking with current respondent, Go to ST9 99 = Refused/ No response -> Continue speaking with current respondent, Go to ST9</p>	<p><input type="checkbox"/></p>
<p>E1.3a. Who is the most senior staff member that can perform male or female sterilizations who is available today to speak with me?</p> <p>[SurveyCTO programming: enable selection of any respondent(s) (e.g. most qualified staff) that agreed to answer questions in section 2.]</p>	<p><input type="checkbox"/></p>

<p>ST3Cn. Did the most senior staff member who can perform male or female sterilizations give consent?</p>	<p>1 = Yes-> Continue to stcn_name</p> <p>0 = No -> continue speaking with the previous respondent and go to ST9.</p>
<p><i>stcn_name. DO NOT READ.</i> Name of person who consented</p> <p><i>[Ask the respondent for his/her name, including any nicknames or alternate names that he or she is known by. Record all names and ask for spelling of the names where necessary. Enter 99 if the respondent refuses to provide name]</i></p>	<p>[_____]</p> <p>Continue to stcn_position</p>
<p><i>stcn_position. DO NOT READ.</i> position of person who consented</p> <p><i>[Ask the respondent for his/her job role, if necessary, and select the appropriate option from the list here.]</i></p>	<p>1 = Owner</p> <p>2 = In charge</p> <p>3 = Manager</p> <p>4 = Staff</p> <p>96 = Other (specify)</p> <p>[_____]</p> <p>99 = Refused / No response</p> <p>[]</p> <p>Continue to ST4</p>
<p>ST4. What month and year did you first begin working at this outlet?</p> <p>a. Month began working at this outlet</p> <p>b. Year began working at this outlet</p>	<p>[][]</p> <p>[][][][]</p> <p>88 = Don't know</p> <p>99 = Refused</p>
<p>ST5. What age are you today?</p> <p>Write age in years</p> <p>8888 = Don't know</p> <p>9999 = Refused/ No response</p>	<p>[][]</p>
<p>ST6. What is the highest level of education you completed?</p> <p>1 = No formal education</p> <p>2 = Some primary school</p> <p>3 = Completed primary school</p> <p>4 = Some secondary school</p> <p>5 = Completed secondary school</p> <p>6 = Some university/college</p> <p>7 = Completed a university/college degree</p> <p>88 = Don't know</p> <p>99 = Refused/No response</p>	<p>[]</p>

<p>ST7. What health qualifications do you have, if any? [DO NOT READ LIST. Wait for the respondent to respond and then select the appropriate response option from the list below. You may select more than one.]</p> <p>1 = Medical doctor 2 = Clinical Officer 3 = Nurse / Midwife 4 = Medical Assistant/ Nursing Assistant/ Nurse Aid 5 = Pharmacist 6 = Pharmaceutical Technologist/ Technician 7 = Laboratory technologist/ Technician 8 = Community Health Extension Worker / Community Health Volunteer 9 = Public Health Officer 96 = Other (specify _____) 0 = None 88 = Don't know 99 = Refused/ No response</p>	<input type="checkbox"/> <input type="checkbox"/>
<p>ST8. Don't read: Is respondent male or female?</p> <p>0 = Male 1 = Female</p>	<input type="checkbox"/>
<p>ST9. Do your own responsibilities at this outlet include providing any of the following? Read each procedure from the following and record response.</p> <p>ST9a. Male sterilization ST9b. Female sterilization</p>	<p>1 = Yes 0 = No 88 = Don't know 99 = Refused/ No response</p> <input type="checkbox"/> <input type="checkbox"/> <p>If answered "no" to both, skip to ST11</p>
<p>ST10. Have you received any training in the last 12 months that included a component on performing male or female sterilizations?</p> <p>PROBE: this includes pre-service training, stand-alone workshops, and on-the-job training. Pre-service training is an educational training completed before receiving qualification.</p> <p>ST10a. Male sterilization ST10b. Female sterilization</p>	<p>1 = Yes 0 = No -> Skip to ST11 88 = Don't know -> Skip to ST11 99 = Refused/ No response -> Skip to ST11</p> <input type="checkbox"/> <input type="checkbox"/>
<p>ST10_2. Did you receive that training in the last 3 months?</p> <p>[SurveyCTO Programming: show the service(s) for which the respondent answered "yes" in the previous question for probing here.]</p> <p>[Interviewer: Probe for and record response for each service type.]</p> <p>ST10a_2. Male sterilization ST10b_2. Female sterilization</p>	<p>1 = Yes 0 = No 88 = Don't know 99 = Refused/ No response</p> <input type="checkbox"/> <input type="checkbox"/>

<p>ST11. Not including yourself, has any other current staff member at this outlet/facility received any training in the last 12 months that included a component on performing male or female sterilizations?</p> <p>PROBE: this includes pre-service training, stand-alone workshops, and on-the-job training. Pre-service training is an educational training completed before receiving qualification.</p> <p>. Select “not applicable” if there is no other staff in the outlet.</p> <p>ST11a. Male sterilization ST11b. Female sterilization</p>	<p>1 = Yes 0 = No -> Skip ST11_2 88 = Don't know -> Skip ST11_2 99 = Refused/ No response -> Skip ST11_2 95 = Not applicable -> Skip ST11_2</p> <p><input type="checkbox"/> <input type="checkbox"/></p>
<p>ST11_2. Did they receive that training in the last 3 months?</p> <p>[SurveyCTO Programming: show the service(s) for which the respondent answered “yes” in the previous question for probing here.]</p> <p>[Interviewer: Probe for and record response for each service type.]</p> <p>ST11a_2. Male sterilization ST11b_2. Female sterilization</p>	<p>1 = Yes 0 = No 88 = Don't know 99= Refused/ No response</p> <p><input type="checkbox"/> <input type="checkbox"/></p>
<p>ST12. For those who indicated that they offer Male Sterilization in Question ST1 If a man came in today, could he receive a male sterilization procedure at this outlet, if he were eligible to receive the procedure?</p> <p>[Interviewer: If the interview is being conducted late in the day, please clarify that the question is about ability to provide service earlier on that day]</p> <p>1 = Yes -> Skip to ST14 0 = No 88 = Don't know -> Skip to ST14 99 = Refused/ No response -> Skip to ST14</p>	<p><input type="checkbox"/></p>
<p>ST13. Why would a man be unable to receive a male sterilization procedure today at this outlet? Record all that apply.</p> <p>1 = Service not offered today 2 = Trained provider not available today 3 = Equipment not available/non-functional today 4 = Room for provision of male sterilization not available 5 = Room for provision of male sterilization not available 96 = Other, specify: [_____] 88 = Don't know 99 = Refused/ No response</p>	<p><input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/></p>
<p>ST14. What would be the total cost for a male sterilization procedure at this outlet?</p> <p>[__ __ __ __ __ __] KES</p> <p><i>Free = 0; Refused = 9999; Don't know= 8888</i></p>	

<p>ST15. How many male sterilization procedures have you performed at this outlet in the previous <u>1 month</u>?</p> <p>[Ask the respondent to refer to any available service records.]</p> <p>[] [] [] male sterilizations</p> <p><i>Refused = 9999; Don't know 8888</i></p>	<p>ST15a. Source of information</p> <p>0 = Provider recall 1 = Outlet records</p> <p>[]</p>
<p>ST16. What types of male sterilization procedures are performed at this outlet? Read list and record all responses. Enter 88 for don't know, 99 for refused/ no response</p> <p>1 = Scalpel vasectomy 2 = No-scalpel vasectomy 96 = Other, specify: [_____] 88 = Don't know 99 = No response</p>	<p>[] [] [] [] []</p>
<p>ST17. For those who indicated that they offer Female Sterilization in Question ST1 If a woman came in today, could she receive a female sterilization procedure at this outlet, if she were eligible to receive the procedure?</p> <p>[Interviewer: If the interview is being conducted late in the day, please clarify that the question is about ability to provide service earlier on that day]</p> <p>1 = Yes -> Skip to ST19 0 = No 88 = Don't know -> Skip to ST19 99 = Refused/ No response -> Skip to ST19</p>	<p>[]</p>
<p>ST18. Why would a woman be unable to receive a female sterilization procedure today at this outlet? Record all that apply.</p> <p>1 = Service not offered today 2 = Trained provider not available today 4 = Equipment not available/non-functional today 5 = Room for provision of female sterilization not available 96 = Other, specify: [_____] 88 = Don't know 99 = Refused/ No response</p>	<p>[] [] [] [] [] []</p>
<p>ST19. What would be the total cost for a female sterilization procedure at this outlet?</p> <p>[] [] [] [] [] [] KES</p> <p><i>Free = 0; Refused = 9999; Don't know= 8888</i></p>	
<p>ST20. How many female sterilization procedures have you performed at this outlet/facility in the previous <u>1 month</u>? Ask the respondent to refer to any available service records.</p> <p>[] [] [] female sterilizations</p> <p><i>Refused = 9999; Don't know= 8888</i></p>	<p>ST20a. Source of information</p> <p>0 = Provider recall 1 = Outlet records</p> <p>[]</p>

ST21. What types of female sterilization procedures are performed at this outlet? **Read list and record all responses. Enter 88 for don't know, 99 for refused/ no response.**

1 = Minilaparotomy

2 = Laparoscopy

3 = Transcervical

4 = Postpartum bilateral tubal ligation (BTL)/sterilization during Caesarian Section

96 = Other, *specify*: [_____]

Section E: Ending the interview

[Interviewer completes this section for all outlets]

E3. Telephone number used for the outlet, if any

[_____]

If no phone number, write "no phone"

If refused, write "refused"

Record multiple numbers, if available

E4. **[Ask Permission to take a photo of the entrance of the outlet.]** Did you get consent to take the photo?

[_____]

1 = Yes

0 = No

Thank the respondent for her/his time and end the interview. Provide the main respondent the study incentive, if the outlet is entitled to receive an incentive, and remind him/her that another visit would be made to the outlet in 3 months. If the interview could not be completed, ask for another time when you can return.

The respondent is finished, but there are still more questions for you to complete outside the outlet.

E5. Take and store a photo.

Ensure that no people can be seen in the photo. You can retake a photo multiple times until you obtain a suitable one. For Sub-outlet interviews, please go outside and take a picture of the main building, not a picture of the entrance to the sub-outlet within the building.

E6. Take a GPS point outside, near the entrance to the outlet. Record location when the accuracy is smaller than 6m.

Latitude: [_____]

Longitude: [_____]

Accuracy: [_____]

E7. Is this the first, second or third visit to this outlet?

[_____]

1 = Visit 1

2 = Visit 2

3 = Visit 3

E8. In what language was this interview conducted primarily?

[_____]

1 = English

2 = Kiswahili

3 = Kikuyu

4 = Luo

5 = Mijikenda

<p>E9. Result of final visit</p> <p>01 = Outlet ineligible/ no longer eligible -> go to E12 02 = Survey fully completed -> go to E12 03 = Survey partly completed -> go to E11-> 04 = Respondent not available/time not convenient -> go to E11 05 = Outlet not open at the time visited -> go to E11 06 = Outlet closed permanently -> go to E12 07 = Outlet relocated outside the survey area -> Go to E12 99 = Refused -> Go to E10 96 = Other (<i>specify</i>): [_____] -> Go to E11</p>	
<p>E10. If the provider refused, why?</p> <p>1 = Too busy with clients 2 = Thinks it's an inspection / audit/ nervous about license 3 = Not interested 96 = Other (<i>specify</i>): [_____] 88 = Don't know/ Not sure/ Reason is unclear Go to E12</p>	<input type="checkbox"/>
<p>E11. <i>Use this space to record call back details. Note if it is not possible to complete the interview at another time.</i></p>	
<p>E12. Additional observations by interviewer (if any)</p>	