

In-depth interview guide for Community Health Workers

Main question/exploratory questions	Probing questions
<p>Role and recruitment Could you let know about the process of your recruitment?</p> <p>Role of the Community Health Workers What is your role/job description? What is expected from you in performing this role?</p>	<p>What service do you provide?</p> <p>Any challenges: work load, lack of skill?</p>
<p>Training Could you tell me about the training received? Did you get evaluated at the end of your training? Do you receive ongoing training/refreshment training to keep your skills up to date?</p>	<p>Do you feel you had adequate training for MCH, infectious and chronic diseases prevention and management?</p> <p>How confident do you feel to provide chronic diseases services?</p>
<p>Accreditation Is your training/ course accredited?</p>	<p>Is there any system of accreditation?</p>
<p>Equipment and Supplies Do you have supplies and equipment you need for providing services?</p>	<p>What about the equipment for the chronic diseases care? Do you receive protocols and guidelines for implementation of the programmes? Do you use any digital technologies like mobile apps or SMS to assist your work?</p>
<p>Supervision Can you describe how you are being supervised? Do you feel supported? E.g. if there is any error committed in the field, is there someone you can turn easily?</p>	<p>Who supervises you? How often does your supervisor visit you? Is it enough? What does your supervisor do when he/she visits you? <ul style="list-style-type: none"> ○ Observation of service delivery </p>

	<ul style="list-style-type: none"> ○ Coaching and skills development ○ Trouble shooting, problem solving ○ Record Review ○ Supply check <p>Do you receive any feedback regarding your supervision? Do you think this type of supervision is helpful?</p>
<p>Team Do you feel like you are part of a larger team?</p>	How often do you interact with colleagues in the Primary health centre?
<p>Incentives What do you think about your remuneration? What are the common reasons that Community Health Workers leave their work? What incentives do you think would motivate Community Health Workers and retain them in their job?</p>	<p>Salaries are consistently paid on time. Increase in salary based on performance?</p> <p>Ask about administrative reasons (work-related reasons), financial reasons, social reasons (family issue, pursue higher education, being not recognized or valued by the community)</p>
<p>Community Involvement Does the community provide any support to you? Do you engage the community in chronic diseases services provision?</p>	Do they provide feedback, support (like financial/gifts in kind), formal recognition/appreciation?
<p>Opportunity for advancement What are the opportunities for further promotion or professional advancement in your career?</p>	In what way do you prefer to pursue your career development?
<p>Data Tell me about how the information management system works in your facility</p>	<p>What do you do with the data you collect on chronic diseases in your facility? What process is in place to ensure quality of data and provide assistance when needed?</p>
<p>Linkages to Health System Referral System How do you refer patients for health services you do not or cannot provide?</p>	Do you need to complete a referral form for the client to take to the facility?

<p>- What about for chronic diseases?</p>	<p>Do you receive any feedback or counter referral from the facility for patients you have referred?</p> <p>How do you refer patient with cardiovascular diseases/ Diabetes/ suspected chronic disease cases?</p>
<p>General questions What are your biggest challenges as a Community Health Worker?</p>	<p>What changes are needed to help you do your job better?</p>