Provider_Combined_Survey_F2

Field	Question	Answer
[redacted]	[redacted]	[redacted]
surv *(required)*	What Provider survey are you conducting? *DO NOT READ OUT LOUD*	1 Family Planning 2 Delivery 3 Non Clinical
resp_id *(required)*	Enter Respondent ID *Fac/Provider type/FO/#* *Response constrained to: .>=1000000 and .<=7139999*	
resp_id2 *(required)*	Confirm Respondent ID *Fac/Provider type/FO/#* *Response constrained to: .= ${resp_id}*	
intro_b	Welcome to Provider Survey(Delivery doctors and nurses). We are carrying out a study to learn about the care provided to women during delivery and family planning services in this health facility. We have a few starting questions before we begin the survey.	
idi_part2016 *(required)*	Did you take part in a longer interview in August/September 2016?	1 Yes 0 No
resp_name *(required)*	What is your name? *Question relevant when: ${idi_part2016} =0*	
bg0_b		
elig2_b *(required)*	Would you be willing to do the interview now in a private space at the facility?	1 Yes 0 No
bg0_b > bg1_b *Group relevant when: ${elig2_b} =1*		
consent_b	Informed Consent Form Conducting survey of Providers (To be read to participant prior to the survey) Study Title: Strengthening Person-Centered Accessibility, Respect, and Quality (SPARQ) Introduction: Hello. My name is _____. I work for Innovations for Poverty Action (IPA) and we are studying the health care available for mothers and children in this area. We are carrying out this study in collaboration with researchers at the University of California, San Francisco. Purpose of the study: We are carrying out a study to learn about the care provided to women during delivery and family planning services in this health facility. Procedures: If you agree to take part in the study, we will ask you questions about your experiences as a provider of maternity and/or family planning services at the health facility. The interview will be conducted in a private place and will take approximately 15-30 minutes. We will follow-up with you to conduct one or more follow-up surveys. Privacy and confidentiality: The information you provide during this survey will be kept confidential and used only for the specific purpose of this study. Your name and other information that could reveal your identity will be removed before the results of the study are made public or shared between people other than the main researchers working on the project. The information you tell us is strictly confidential and will not be shared with this facility as we are not affiliated with this facility. Risks and benefits of participation: Before you decide whether you want to participate, it is important to listen to the following information carefully and discuss it with others if you wish. If you chose to answer these questions there will not be a direct benefit to you but you will help us to understand if and how to improve care provided to women delivering and receiving family planning services in the health facilities, which could benefit other expectant mothers in Kenya and elsewhere. Please ask me if there is anything that is not clear or if you would like more information. Compensation: As a token of thanks for your participation in this survey you will receive an airtime voucher worth 150 KES each time you complete the survey. Withdrawal: Participation in this study is completely voluntary. Choosing not to take part will not disadvantage you in any way. It is up to you to decide whether to take part or not. If you decide to take part you are free to withdraw at any time and without giving a reason. You are also free to not answer any question that you do not wish to answer. Questions and contacts: If you have any questions or concerns at a later time, you may contact the SPARQ Research Manager, [redacted] If you have additional questions about your rights as a research subject, you can contact KEMRI Scientific and Ethics Review Unit on 0717.719.477. Consent	

Field	Question	Answer
	If you decide to participate in this study, you will be asked to sign this consent form or make your thumbprint in front of a witness. A copy of this consent form will be provided to you, please indicate whether you agree to participate by signing below. Would you like to participate? 0Yes 0No STATEMENT OF CONSENT AND SIGNATURES I have read this form or had it read to me. I have discussed the information with study staff. My questions have been answered. I understand that my decision whether or not to take part in the study is voluntary. I understand that if I decide to join the study I may withdraw at any time. By signing this form I do not give up any rights that I have as a research participant. If you are uncomfortable writing and signing your name on this form, please feel free to make a mark of your choice to indicate you have understood the study and are willing to participate. _____ _____ _____ Participant name (print) Participant signature/thumbprint Date _____ _____ _____ Study staff conducting Study staff signature Date consent discussion (print) _____ _____ _____ Witness name, if thumbprint Witness signature Date given (print) [redacted] *Remember that the provider is supposed to append a signature in the consent form.*	
consented_b *(required)*	Did the respondent consent to do the interview? *Question relevant when: ${consent_b} =1*	1 Yes 0 No
elig2b_b *(required)*	Are you willing to provide us with your phone number so that we can reach you at a later date?	1 Yes 0 No
phone_num_b *(required)*	We want to interview you again. Can you please provide a phone number where we can reach you? *Phone number should have 9 digits…e.g. 723369951* *Question relevant when: ${elig2b_b} =1* *Response constrained to: .>=700000000 and .<=799999999*	
phone_num_check_b *(required)*	Please confirm this phone number again. *Phone number should have 9 digits…e.g. 723369952* *Question relevant when: ${elig2b_b} =1* *Response constrained to: .= ${phone_num_b}*	
alt_phone_num *(required)*	Aside from this number, do you have an alternative phone number where we can reach out in case the first one is off? *Question relevant when: ${elig2b_b} =1*	1 Yes 0 No
phone_num_2_b	If so, what is the alternative phone number? *Phone number should have 9 digits…e.g. 723369953* *Question relevant when: ${alt_phone_num} =1* *Response constrained to: .>=700000000 and .<=799999999*	
prov_survey_date_b	Record date of interview	
county_b *(required)*	Name of the county	1 Kiambu 2 Nairobi
[redacted]	[redacted]	[redacted]
facility_type_b *(required)*	Facility type	1 Gov't Hospital 2 Gov't Health Center
gender_b *(required)*	Fill in provider's gender	1 Male 2 Female
age_b *(required)*	How old are you? *Response constrained to: .>=15 and .<=80*	

Field	Question	Answer
religion_b *(required)*	What is your religion?	1 Catholic 2 Protestant 3 Muslim 4 Other Christian 0 None other Other
religion_b_other	Specify other. *Question relevant when: selected(${religion_b}, 'other')*	
religion_o_b	Other *Question relevant when: selected(${religion_b} ,'5')*	
qualification_b *(required)*	What are your Training/Qualification(s)?	1 Less than certificate 2 Certificate 3 Diploma 4 Degree 5 Masters 6 Specialty
specialty_b	What is your specialization? *Question relevant when: selected(${qualification_b} ,'6')*	
department_b *(required)*	Which patients do you work with? Family planning, delivery or both? *Prompt if either fp or del* *Question relevant when: ${surv} =3*	1 Family Planning 2 Delivery 3 Both
position_b *(required)*	What is your position in this facility?	1 Doctor 2 Clinical officer 3 Nurse/Midwife 4 AuxiliaryNurseMidwife (ANM) 5 Administrator 6 Cleaner 7 Lab Technician 8 Cook 9 Blood Bank worker 10 Pharmacist 11 Other (specify)_____
position_o_b	Other *Please specifiy* *Question relevant when: selected(${position_b} ,'11')*	
hours_week_b *(required)*	How many hours do you work per week?	
bg0_b > bg1_b > -		
duration_years_b *(required)*	How long have you been at this facility: In YEARS?	
duration_months_b *(required)*	How long have you been at this facility: In MONTHS? *Response constrained to: .>=0 and .<=11*	
bg0_b > bg1_b > -		
years_position_b *(required)*	How long have you been a [pos] in total: IN YEARS?	
months_position_b *(required)*	How long have you been a [pos] in total: IN MONTHS? *Response constrained to: .>=0 and .<=11*	
bg0_b > bg1_b > FP *Group relevant when: ${surv} =1*		
note_2_bfp	For the next set of questions, please tell me if each situation is acceptable. Choose either unacceptable in all instances, acceptable in certain instances or acceptable in all instances.	
accept_other_info_bfp *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For other people NOT involved in family planning patients care to see their health information?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_provider_shout_bfp *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For providers to shout at or scold family planning patients?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_provider_hit_bfp *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For providers to hit family planning patients?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
acceptt_no_choice_bfp *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For family planning patients NOT to have a choice of family planning method?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_facility_dirty_bfp *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For facilities to be dirty?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_diff_age_bfp *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For family planning patients to receive better care because of their age?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances

Field	Question	Answer
accept_diff_married_bfp *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For family planning patients to receive better care because they are married?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_diff_educated_bfp *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For family planning patients to receive better care because they are educated?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_diff_wealthy_bfp *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For family planning patients to receive better care because they are wealthy?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_bribe_bfp *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For health providers to ask for kitu kidogo from family planning patients?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
bg0_b > bg1_b > Del *Group relevant when: ${surv} =2*		
note_2_bd	For the next set of questions, please tell me if each situation is acceptable. Choose either unacceptable in all instances, acceptable in certain instances or acceptable in all instances.	
accept_wait_bd *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances… For delivery patients to wait for more than one hour before being seen?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_noinfo_bd *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…. For delivery patients NOT to be given information about their care?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_other_info_bd *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For other people NOT involved in delivery patients' care to see their health information?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_provider_shout_bd *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For providers to shout at or scold delivery patients?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_provider_hit_bd *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…….. For providers to hit delivery patients?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_facility_dirty_bd *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For facilities to be dirty?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_diff_age_bd *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances….. For delivery patients to receive better care because of their age?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_diff_married_bd *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances….. For delivery patients to receive better care because they are married?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_diff_educated_bd *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For a patient to receive better care because she is educated?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_diff_wealthy_bd *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For delivery patients to receive better care because they are wealthy?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_bribe_bd *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances….. For health providers to ask for kitu kidogo from delivery patients?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
bg0_b > bg1_b > NC *Group relevant when: ${surv} =3*		
note_2_bnc	For the next set of questions please tell me if each situation is acceptable. Choose either unacceptable in all instances, acceptable in certain instances or acceptable in all instances.	
accept_wait_bnc *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For patients to wait for more than one hour before being seen?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_noinfo_bnc *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For patients NOT to be given information about their care?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_other_info_bnc *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For other people NOT involved in patients' care to see their health information?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_provider_shout_bnc *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For providers to shout at or scold patients?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances

Field	Question	Answer
accept_provider_hit_bnc *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For providers to hit patients?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
acceptt_no_choice_bnc *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For family planning patients NOT to have a choice of family planning method?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_facility_dirty_bnc *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For facilities to be dirty?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_diff_age_bnc *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For patients to receive better care because of their age?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_diff_married_bnc *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For patients to receive better care because they are married?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_diff_educated_bnc *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For patients to receive better care because she is educated?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_diff_wealthy_bnc *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For patients to receive better care because they are wealthy?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
accept_bribe_bnc *(required)*	Do you think it is unacceptable in all instances, acceptable in certain instances, or acceptable in all instances…… For health providers to ask for kitu kidogo from patients?	1 Unacceptable in all instances 2 Acceptable in certain instances 3 Acceptable in all instances
work_b	Now I want to ask you two questions about your work.	
job_satisfied_b *(required)*	How satisfied are you with your job?	1 Very satisfied 2 Satisfied 3 Somewhat satisfied 4 Not satisfied at all
recommend_friend_b *(required)*	Would you recommend this facility to your friends/family?	1 Yes, definitely 2 Yes, somewhat 0 No
wait_b	Now I will ask you a few questions about the services provided to patients at this facility. Please remember to be as honest as possible. Anything you say will be kept confidential and nothing you say will be associated with your name.	
fp_patient_wait_b *(required)*	When family planning patients first arrive at the health facility, how long do they typically have to wait before a doctor or nurse first examines them? *Question relevant when: ${surv} =1 or ${department_b} =1*	0 Do not wait at all 1 Less than 5 mins 2 5-15mins 3 16-30mins 4 31-45mins 5 46- to 60mins 6 61 min-1.5 hours 7 More than 1.5 hrs to 2 hrs 8 More than 2 hrs to 3 hrs 9 More than 3 hrs to 4 hrs 10 More than 4 hours
del_patient_wait_b *(required)*	When delivery patients first arrive at the health facility, how long do they typically have to wait before a doctor or nurse first examines them? *Question relevant when: ${surv} =2 or (${surv} =3 and (${department_b} =2 or ${department_b} =3))*	0 Do not wait at all 1 Less than 5 mins 2 5-15mins 3 16-30mins 4 31-45mins 5 46- to 60mins 6 61 min-1.5 hours 7 More than 1.5 hrs to 2 hrs 8 More than 2 hrs to 3 hrs 9 More than 3 hrs to 4 hrs 10 More than 4 hours
pcc_time_b *(required)*	How do you feel about the amount of time patients wait? Would you say it is very short, somewhat short, somewhat long, or very long?	1 Very short 2 Somewhat short 3 Somewhat long 4 Very long
provider_introduce_b *(required)*	During their time in the health facility do the doctors, nurses, or other health care providers introduce themselves to patients when they first come to see them?	1 No, none of them 2 Yes, a few of them 3 Yes, most of them 4 Yes, all of them

Field	Question	Answer	
note_4_b	For the following questions, I want you to think about family planning services and delivery services generally. I will ask you some questions about how patients are treated at the health facility. Tell me if the following things happen all the time, most of the time, a few times, or it never happens. You can say a few times if it happens one or two times, and most of the time will be if it happens 3 or more times, but not always. Please remember to be as honest as possible. Anything you say will be kept confidential and nothing you say will be associated with your name (PROBE FOR ALL QUESTIONS: if respondent just responds, yes, ask them: Does this occur a few times, most of the time, or all the time)?		
pcc_name_b *(required)*	Do the doctors, nurses, or other health care providers call delivery and family planning patients by their name?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_respect_b *(required)*	Do the doctors, nurses, or other staff at the facility treat patients with respect?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_friendly_b *(required)*	Do the doctors, nurses, and other staff at the facility treat patients in a friendly manner?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_cared_b *(required)*	Do the doctors, nurses, and other staff at the facility show that they care about patients?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_privacy_aud_b *(required)*	When doctors and nurses are speaking with patients, do you feel other people not involved in patient's care can hear what is being discussed?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_fp_privacy_vis_b *(required)*	During examinations are family planning patients covered up with a cloth or blanket or screened with a curtain so that they do not feel exposed? *Question relevant when: ${surv} =1 or ${department_b} =1*	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_privacy_vis_b *(required)*	During examinations in the labor room, are delivery patients covered up with a cloth or blanket or screened with a curtain so that they do not feel exposed? *Question relevant when: ${surv} =2 or (${surv} =3 and (${department_b} =2 or ${department_b} =3))*	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_info_confidential_b *(required)*	Do you feel like patients health information is kept confidential at this facility?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_involvement_b *(required)*	Do you feel like the doctors, nurses or other staff at the facility involve patients in decisions about their care?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_permission_b *(required)*	Do the doctors, nurses or other staff at the facility ask patients for their permission/consent before doing procedures on them?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_position_choice_b *(required)*	During delivery, do doctors and nurses allow women to be in the position of her choice? *Question relevant when: ${surv} =2 or (${surv} =3 and (${department_b} =2 or ${department_b} =3))*	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion

Field	Question	Answer	
pcc_language_b *(required)*	Do the doctors, nurses or other staff at the facility speak to patients in a language they can understand?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_explain_exam_b *(required)*	Do the doctors and nurses explain to patients why they are doing examinations or procedures on them?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_explain_meds_b *(required)*	Do the doctors and nurses explain to patients why they are giving them any medicine?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_feeling_b *(required)*	Do the doctors and nurses at the facility talk to delivery and family planning patients about how they are feeling?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_anxieties_b *(required)*	Do the doctors, nurses or other staff at the facility try to understand the anxieties and fears of patients?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_questions_b *(required)*	Do you feel patients can ask the doctors, nurses or other staff at the facility any questions they have?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_fp_support_labor_b *(required)*	Are family planning patients allowed to have someone they want (outside of staff at the facility, such as family or friends) to stay with them during their family planning visit? *Question relevant when: ${surv} =1 or ${department_b} =1*	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_support_labor_b *(required)*	Are delivery patients allowed to have someone they want (outside of staff at the facility, such as family or friends) stay with them during labor? *Question relevant when: ${surv} =2 or (${surv} =3 and (${department_b} =2 or ${department_b} =3))*	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_support_del_b *(required)*	Are patients allowed to have someone they want stay with them during delivery? *Question relevant when: ${surv} =2 or (${surv} =3 and (${department_b} =2 or ${department_b} =3))*	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_attention_help_b *(required)*	When patients need help, do you feel the doctors, nurses or other staff at the facility pay attention?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_attention_stay_b *(required)*	Do you feel the doctors and nurses pay attention to patients during their stay in the facility?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_ask_pain_b *(required)*	Do the doctors and nurses ask how much pain patients are in?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_control_pain_b *(required)*	Do you feel the doctors or nurses do everything they can to help control patients' pain?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion

Field	Question	Answer	
pcc_eat_drink_b *(required)*	Are patients allowed to eat or drink when they are hungry/thirsty? *Question relevant when: ${surv} =2 or (${surv} =3 and (${department_b} =2 or ${department_b} =3))*	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_abuse_verbal_b *(required)*	Do you feel the doctors, nurses, or other health providers shout, scold, insult, threaten, or talk to patients rudely?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_abuse_physical_b *(required)*	Do you feel like patients are treated roughly like pushed, beaten, slapped, pinched, physically restrained, or gagged?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_force_stay_b *(required)*	Do you feel like patients are forced to stay at the health facility against their will because they cannot pay their bill? *Question relevant when: ${surv} =2 or (${surv} =3 and (${department_b} =2 or ${department_b} =3))*	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_bribe_b *(required)*	During their time at the facility, do any staff at the facility ask patients or their family for kitu kidogo?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_enough_staff_b *(required)*	Do you think there is enough health staff in the facility to care for patients?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_bestcare_b *(required)*	Do you feel the doctors, nurses or other staff at the facility take the best care of patients?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_trust_provider_b *(required)*	Do you feel the doctors, nurses or other staff at the facility are completely trusted with regards to their care?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
generated_note_name_137	The next set of questions are about the health facility environment		
pcc_crowded_del_b *(required)*	Thinking about the labor and postnatal wards, do you feel the health facility is crowded? *Question relevant when: ${surv} =2 or (${surv} =3 and (${department_b} =2 or ${department_b} =3))*	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_crowded_fp_b *(required)*	Thinking about the family planning counseling and consultation room, do you feel the health facility is crowded? *Question relevant when: ${surv} =1 or ${department_b} =1*	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_clean_b *(required)*	Thinking about the wards, washrooms and the general environment of the health facility, would you say the facility is very clean, clean, dirty, or very dirty?	1	Very clean
		2	Clean
		3	Dirty
		4	Very dirty
pcc_water_b *(required)*	Is there water in the facility?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion
pcc_electricity_b *(required)*	Is there electricity in the facility?	0	No, never
		1	Yes, a few times
		2	Yes, most of the time
		3	Yes, all the time
		-555	N/A, No opinion

Field	Question	Answer
pcc_safe_b *(required)*	In general, do patients feel safe in the health facility?	0 No, never 1 Yes, a few times 2 Yes, most of the time 3 Yes, all the time -555 N/A, No opinion
endnote_b	We have reached the end of the interview. In order for us to appreciate your time, we would like to give you 150 Ksh Airtime.	
backcheck_num *(required)*	It is possible that someone from the study team will reach out to you in the next few days to ensure the quality of my work. Is it okay if we use the same number you provided?	1 Yes 0 No
phone_no	Please provide a phone number where someone can reach you to check the quality of my work. PLEASE COUNTER CHECK WITH RESPONDENT. *The phone number should have 9 digits starting e.g 722111333* *Question relevant when: ${backcheck_num} =0* *Response constrained to: .>=700000000 and .<=799999999*	
phone_no_2	To confirm we have the right number, please repeat the phone number. *The phone number should have 9 digits starting e.g 722111333* *Question relevant when: ${backcheck_num} =0* *Response constrained to: .= ${phone_no}*	
endnote_c	Thank you for your time	
status_b *(required)*	To Enumerator: What is the status of the survey?	1 Complete 4 Refusal 0 Incomplete 5 Ineligible(SAVE even if ineligible) 8 Not found(Give reason)
comment_b	Any comments?	