

Annex A2

Interview Guideline for Key Informant Interviews (KIIs) Dhulikhel Hospital Director

1. How many bedded hospital is this?
2. Can you kindly tell us how do you claim yourselves to be a community hospital?
3. What are the important elements that any community hospital should possess of? Your detail answer could be a guide to us.
4. What is the current HR position of your hospital? Human resource development mentioned in the project agreement has been accomplished or not? Please elaborate.
5. Please supply the names of outreach clinics, number of personnel working in each of them, establishment date and type of services they are providing.
6. During the project period what sort of training to service providers were given? Do you give training to government service providers too?
7. What is the working linkage of your hospital and Outreach centres with government line agencies?
8. Are mobile health clinics are additional to the regular services given by Outreach centres?
9. What are the major promotive and preventive health services in partnership with local NGOs?
10. How do you distinguish community health service providers with other health service providers?
11. What type of non formal education in health for community service providers are given?
12. Do you have regular SBA training program? Who are the participants? Can you give the details numbers of such manpower?
13. Equity and access to health services to majority of the rural populace is an issue and challenge. Access is not possible due to weak affordability. In this perspective, wide range of curative services available in the hospital can be viewed in what way?
14. Do you have retention problem of medical and Para-medical staff?
15. What are the major factors that attract professional staff to work in your hospital?
16. What are the major equipments, tools, medicines are imported or received in donation during the project period? Please supply a year-wise list.
17. Can you tell us about micro-finance? Total number of persons received support under it?
18. What have you done for capacity building of NGOs in the district during project period?
19. What are the major challenges to run the hospital?

DHO, Dhulikhel

1. Tell us about the performance of Dhulikhel hospital.
2. What is the working linkage of your office and district hospital with DH?
3. Are you involved in any program of DH?
4. DH claims that it has been contributing during outbreak of infectious diseases. How do you response to it? How DH is supporting in such cases?
5. Do you have joint training program with DH? If yes, can you elaborate it?
6. In preventive and promotive health activities how DH is performing in the district?
7. Do you see any need of improvement in DH activities?
8. After the introduction of free health care and free delivery system by the government, as a chief of DHO, how do you link these with the services of DH?
9. DH claims to be a community hospital. Do you think it is a community hospital? Give the reasons for your answer.
10. How is the role of outreach centres under DH? Are they complementary to government HF? If yes, in what way?

Group Focus Discussion

With staff of Outreach centres

1. When was this clinic established?
2. What type of services available in here?
3. Who are the major beneficiaries in this clinic?
4. Do you have disaggregated data of patients visited each year?
5. How is the charge or fees structure of the clinic?
6. How many staff, including non technical the clinic has? Please give details.
7. Other than clinical service rendered by the centre what are other major contribution of the centre to the community?
8. How is your working relation with government HF in the vicinity?
9. Do you always refer to Dhulikhel hospital or sometime you have referred to government hospital as well?
10. What are the major challenges to run the centre?

With beneficiaries of Hospital or Outreach centres

1. What is your impression on this hospital/centre?
2. What is the reason you visit here and not to government HF?
3. How is the price of different services here?
4. How long does it take to get the intended services?
5. Are you satisfied with the service quality of hospital/centre?
6. How is the behavior of hospital/centre staff?
7. Do you have any idea what type of staff is delivering services here?

8. Is there any suggestion for improvement of any kind?