SPA caregiver exit interviews

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# 1. Overview

|  |  |
| --- | --- |
| *Target participants* | Caregivers |
| *Objectives* | * To understand caregiver experience / satisfaction of consultation   + Pulse oximetry   + CDSA   + IMCI – diagnosis / treatment * Understand care seeking behaviour (prior to consultation) | * Understanding of referral advice * Understanding of treatment / follow-up advice * To capture individual level factors (confounders / effect modifiers / sub-groups) for analyses |

[1] "English\_United States.1252"

# 2. Study settings (SPA facilities)

| facility\_id | facility\_name |
| --- | --- |
| F0014 | PS Darou Salam |
| F0031 | PS Santhie |
| F0012 | PS Ngueniene |
| F0038 | PS Ndiaganiao |

| facility\_id | facility\_name |
| --- | --- |
| F0010 | PS Elisabeth Diouf |
| F0019 | PS Malicounda Keur Maissa |
| F0022 | PS Medine |
| F0037 | PS Louly Ndia |
| F0044 | PS Grand Thies |
| F0053 | PS Takhi Kao |
| F0057 | PS Darou Khoudouss |
| F0059 | PS Keur Mbir Ndao |
| F0014 | PS Darou Salam |
| F0031 | PS Santhie |
| F0012 | PS Ngueniene |
| F0038 | PS Ndiaganiao |

| **Characteristic** | **pilot**, N = 961 | **pre**, N = 2251 | **early**, N = 1181 | **late**, N = 311 |
| --- | --- | --- | --- | --- |
| Facility |  |  |  |  |
| F0014 | 9 (9.4%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| F0031 | 29 (30.2%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| F0012 | 28 (29.2%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| F0038 | 30 (31.3%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| F0010 | 0 (0.0%) | 34 (15.2%) | 21 (17.8%) | 14 (45.2%) |
| F0019 | 0 (0.0%) | 20 (8.9%) | 0 (0.0%) | 0 (0.0%) |
| F0022 | 0 (0.0%) | 26 (11.6%) | 29 (24.6%) | 14 (45.2%) |
| F0037 | 0 (0.0%) | 15 (6.7%) | 5 (4.2%) | 3 (9.7%) |
| F0044 | 0 (0.0%) | 35 (15.6%) | 12 (10.2%) | 0 (0.0%) |
| F0053 | 0 (0.0%) | 35 (15.6%) | 18 (15.3%) | 0 (0.0%) |
| F0057 | 0 (0.0%) | 34 (15.2%) | 18 (15.3%) | 0 (0.0%) |
| F0059 | 0 (0.0%) | 25 (11.2%) | 15 (12.7%) | 0 (0.0%) |
| Unknown | 0 | 1 | 0 | 0 |
| 1n (%) | | | | |

| **Characteristic** | **pilot**, N = 961 | **pre**, N = 2251 | **early**, N = 1181 | **late**, N = 311 |
| --- | --- | --- | --- | --- |
| Matched | 0 (0.0%) | 224 (99.6%) | 114 (96.6%) | 29 (93.5%) |
| 1n (%) | | | | |

# 3. Caregiver experience

## 3.1 Pulse oximetry

| **Variable** | **N** | **pilot**, N = 961 | **early**, N = 1181 | **late**, N = 311 |
| --- | --- | --- | --- | --- |
| Used | 245 |  |  |  |
| No |  | 18 (18.8%) | 21 (17.8%) | 11 (35.5%) |
| Yes |  | 71 (74.0%) | 92 (78.0%) | 18 (58.1%) |
| Unknown |  | 7 (7.3%) | 5 (4.2%) | 2 (6.5%) |
| Understanding | 181 |  |  |  |
| 1 |  | 9 (12.7%) | 12 (13.0%) | 6 (33.3%) |
| 1 2 |  | 0 (0.0%) | 1 (1.1%) | 1 (5.6%) |
| 1 3 |  | 1 (1.4%) | 0 (0.0%) | 0 (0.0%) |
| 2 |  | 7 (9.9%) | 11 (12.0%) | 1 (5.6%) |
| 3 |  | 10 (14.1%) | 4 (4.3%) | 0 (0.0%) |
| 96 |  | 44 (62.0%) | 64 (69.6%) | 10 (55.6%) |
| Result explained | 181 |  |  |  |
| No |  | 42 (59.2%) | 69 (75.0%) | 12 (66.7%) |
| Yes |  | 27 (38.0%) | 21 (22.8%) | 6 (33.3%) |
| Unknown |  | 2 (2.8%) | 2 (2.2%) | 0 (0.0%) |
| 1n (%) | | | | |

## 3.2 CDSA

| **Characteristic** | **N** | **pilot**, N = 961 | **pre**, N = 2251 | **early**, N = 1181 | **late**, N = 311 |
| --- | --- | --- | --- | --- | --- |
| Tablet used | 245 |  |  |  |  |
| 0 |  | 39 (40.6%) | 0 (NA%) | 5 (4.2%) | 2 (6.5%) |
| 1 |  | 40 (41.7%) | 0 (NA%) | 110 (93.2%) | 25 (80.6%) |
| 97 |  | 0 (0.0%) | 0 (NA%) | 0 (0.0%) | 1 (3.2%) |
| 98 |  | 17 (17.7%) | 0 (NA%) | 3 (2.5%) | 3 (9.7%) |
| k2\_2 | 175 |  |  |  |  |
| 0 |  | 29 (72.5%) | 0 (NA%) | 97 (88.2%) | 21 (84.0%) |
| 1 |  | 9 (22.5%) | 0 (NA%) | 9 (8.2%) | 4 (16.0%) |
| 98 |  | 2 (5.0%) | 0 (NA%) | 4 (3.6%) | 0 (0.0%) |
| k2\_2a | 22 |  |  |  |  |
| 1 |  | 8 (88.9%) | 0 (NA%) | 8 (88.9%) | 4 (100.0%) |
| 2 |  | 1 (11.1%) | 0 (NA%) | 0 (0.0%) | 0 (0.0%) |
| 97 |  | 0 (0.0%) | 0 (NA%) | 1 (11.1%) | 0 (0.0%) |
| CDSA satisfaction | 175 |  |  |  |  |
| 2 |  | 0 (0.0%) | 0 (NA%) | 3 (2.7%) | 0 (0.0%) |
| 3 |  | 2 (5.0%) | 0 (NA%) | 6 (5.5%) | 0 (0.0%) |
| 4 |  | 2 (5.0%) | 0 (NA%) | 46 (41.8%) | 16 (64.0%) |
| 5 |  | 36 (90.0%) | 0 (NA%) | 55 (50.0%) | 9 (36.0%) |
| 1n (%) | | | | | |

## 3.3 Consultation satisfaction

* l3\_1 i1) How do you feel overall with the service you received at the facility today?
* l3\_2 i2) Did you feel the provider treated you and the child with respect?
* l3\_3 i3) Did you find the provider was kind to you?
* l3\_4 i4) Did you find the provider showed concern and empathy?
* l3\_5 i5) Did the provider speak in a language you understand?
* l3\_6 i6) Was the service delayed or were you kept waiting for a long time?
* l3\_7 i7) Would you recommend this facility to a friend / family with a sick child?

|  | | | **post** | |  |
| --- | --- | --- | --- | --- | --- |
| **Characteristic** | **N** | **pilot**, N = 961 | **pre**, N = 2251 | **early**, N = 1181 | **late**, N = 311 |
| Overall satisfaction | 470 |  |  |  |  |
| 2 |  | 3 (3.1%) | 5 (2.2%) | 0 (0.0%) | 0 (0.0%) |
| 3 |  | 0 (0.0%) | 4 (1.8%) | 0 (0.0%) | 0 (0.0%) |
| 4 |  | 17 (17.7%) | 106 (47.1%) | 60 (50.8%) | 21 (67.7%) |
| 5 |  | 76 (79.2%) | 110 (48.9%) | 58 (49.2%) | 10 (32.3%) |
| Felt respected | 470 |  |  |  |  |
| 2 |  | 3 (3.1%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| 3 |  | 0 (0.0%) | 2 (0.9%) | 0 (0.0%) | 0 (0.0%) |
| 4 |  | 8 (8.3%) | 98 (43.6%) | 58 (49.2%) | 20 (64.5%) |
| 5 |  | 85 (88.5%) | 125 (55.6%) | 60 (50.8%) | 11 (35.5%) |
| Kindness | 470 |  |  |  |  |
| 4 |  | 27 (28.1%) | 122 (54.2%) | 60 (50.8%) | 21 (67.7%) |
| 5 |  | 69 (71.9%) | 103 (45.8%) | 58 (49.2%) | 10 (32.3%) |
| Empathy | 470 |  |  |  |  |
| 3 |  | 0 (0.0%) | 1 (0.4%) | 1 (0.8%) | 0 (0.0%) |
| 4 |  | 10 (10.4%) | 14 (6.2%) | 66 (55.9%) | 20 (64.5%) |
| 5 |  | 86 (89.6%) | 210 (93.3%) | 51 (43.2%) | 11 (35.5%) |
| Accessible language | 470 |  |  |  |  |
| 1 |  | 1 (1.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| 3 |  | 0 (0.0%) | 1 (0.4%) | 0 (0.0%) | 0 (0.0%) |
| 4 |  | 0 (0.0%) | 11 (4.9%) | 59 (50.0%) | 19 (61.3%) |
| 5 |  | 95 (99.0%) | 213 (94.7%) | 59 (50.0%) | 12 (38.7%) |
| Delayed service | 470 |  |  |  |  |
| 1 |  | 8 (8.3%) | 16 (7.1%) | 2 (1.7%) | 8 (25.8%) |
| 2 |  | 28 (29.2%) | 121 (53.8%) | 8 (6.8%) | 2 (6.5%) |
| 3 |  | 2 (2.1%) | 36 (16.0%) | 39 (33.1%) | 4 (12.9%) |
| 4 |  | 20 (20.8%) | 43 (19.1%) | 29 (24.6%) | 7 (22.6%) |
| 5 |  | 38 (39.6%) | 9 (4.0%) | 40 (33.9%) | 10 (32.3%) |
| Recommend | 470 |  |  |  |  |
| 2 |  | 0 (0.0%) | 3 (1.3%) | 0 (0.0%) | 0 (0.0%) |
| 3 |  | 0 (0.0%) | 2 (0.9%) | 0 (0.0%) | 0 (0.0%) |
| 4 |  | 11 (11.5%) | 115 (51.1%) | 58 (49.2%) | 20 (64.5%) |
| 5 |  | 85 (88.5%) | 105 (46.7%) | 60 (50.8%) | 11 (35.5%) |
| 1n (%) | | | | | |

# 4. Caregiver understanding

g5\_1 e3) Did the provider tell you what illness your child has?

## 4.1 Referral advice

* Did the provider refer the child?

Follow-up questions

* When do you need to complete the referral?
* Were you told *why* to go?
* Were you told *where* to go?
* What do you intend to do now?
* What type of facility will you go to?
* Where will you look for treatment?
* Who will you ask for advice?

| **Characteristic** | **N** | **pilot**, N = 961 | **pre**, N = 2251 | **early**, N = 1181 | **late**, N = 311 |
| --- | --- | --- | --- | --- | --- |
| Referred | 470 |  |  |  |  |
| 0 |  | 89 (92.7%) | 223 (99.1%) | 117 (99.2%) | 30 (96.8%) |
| 1 |  | 7 (7.3%) | 2 (0.9%) | 1 (0.8%) | 1 (3.2%) |
| When | 11 |  |  |  |  |
| 1 |  | 4 (57.1%) | 2 (100.0%) | 1 (100.0%) | 1 (100.0%) |
| 2 |  | 1 (14.3%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| 3 |  | 1 (14.3%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| 98 |  | 1 (14.3%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Where | 11 |  |  |  |  |
| 1 |  | 5 (71.4%) | 1 (50.0%) | 1 (100.0%) | 0 (0.0%) |
| 2 |  | 2 (28.6%) | 1 (50.0%) | 0 (0.0%) | 1 (100.0%) |
| Why | 11 |  |  |  |  |
| 1 |  | 7 (100.0%) | 2 (100.0%) | 1 (100.0%) | 1 (100.0%) |
| Intention | 11 |  |  |  |  |
| 1 |  | 7 (100.0%) | 2 (100.0%) | 1 (100.0%) | 1 (100.0%) |
| i4\_6a | 0 | NA (NA, NA) | NA (NA, NA) | NA (NA, NA) | NA (NA, NA) |
| i4\_6b | 0 | NA (NA, NA) | NA (NA, NA) | NA (NA, NA) | NA (NA, NA) |
| i4\_6c | 0 | NA (NA, NA) | NA (NA, NA) | NA (NA, NA) | NA (NA, NA) |
| 1n (%); Median (IQR) | | | | | |

## 4.2 Treatment

* Did the provider give or prescribe any medicines for the child to take home? (h4\_1)
* Did the provider explain to you how to give medicines to the child at home? (h4\_3)
* How confident do you feel in how much of the medication to give each day and how many days to give it? (h4\_4)

|  | | | **post** | |  |
| --- | --- | --- | --- | --- | --- |
| **Characteristic** | **N** | **pilot**, N = 961 | **pre**, N = 2251 | **early**, N = 1181 | **late**, N = 311 |
| Prescribed | 470 |  |  |  |  |
| 0 |  | 4 (4.2%) | 7 (3.1%) | 2 (1.7%) | 0 (0.0%) |
| 1 |  | 92 (95.8%) | 218 (96.9%) | 116 (98.3%) | 31 (100.0%) |
| Explained | 457 |  |  |  |  |
| 1 |  | 55 (59.8%) | 119 (54.6%) | 63 (54.3%) | 13 (41.9%) |
| 2 |  | 27 (29.3%) | 60 (27.5%) | 31 (26.7%) | 10 (32.3%) |
| 3 |  | 8 (8.7%) | 39 (17.9%) | 22 (19.0%) | 7 (22.6%) |
| 97 |  | 1 (1.1%) | 0 (0.0%) | 0 (0.0%) | 1 (3.2%) |
| 98 |  | 1 (1.1%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Understanding | 457 |  |  |  |  |
| 2 |  | 1 (1.1%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| 3 |  | 0 (0.0%) | 1 (0.5%) | 1 (0.9%) | 0 (0.0%) |
| 4 |  | 21 (22.8%) | 117 (53.7%) | 56 (48.3%) | 19 (61.3%) |
| 5 |  | 70 (76.1%) | 100 (45.9%) | 59 (50.9%) | 12 (38.7%) |
| 1n (%) | | | | | |

## 4.3 Counselling and follow-up advice

j4\_2 h1) Were you informed of signs / symptoms that require you to bring the child back to the facility immediately? j4\_2a h1.a) Can you specify these signs and symptoms? j4\_1 h2) What do you intend to do if the sick child does not get completely better or become worse? j4\_1d h2.a) Can you specify what you will do? j4\_1a h3) What type of facility will you go to? j4\_1b h4) Where will you look for treatment? j4\_1c h5) Who will you ask for advice?

|  | | | **post** | |  |
| --- | --- | --- | --- | --- | --- |
| **Characteristic** | **N** | **pilot**, N = 961 | **pre**, N = 2251 | **early**, N = 1181 | **late**, N = 311 |
| j4\_2 | 459 |  |  |  |  |
| 0 |  | 60 (67.4%) | 119 (53.4%) | 72 (61.5%) | 7 (23.3%) |
| 1 |  | 29 (32.6%) | 97 (43.5%) | 43 (36.8%) | 22 (73.3%) |
| 97 |  | 0 (0.0%) | 1 (0.4%) | 1 (0.9%) | 0 (0.0%) |
| 98 |  | 0 (0.0%) | 6 (2.7%) | 1 (0.9%) | 1 (3.3%) |
| j4\_1 | 459 |  |  |  |  |
| 1 |  | 89 (100.0%) | 219 (98.2%) | 116 (99.1%) | 30 (100.0%) |
| 2 |  | 0 (0.0%) | 3 (1.3%) | 0 (0.0%) | 0 (0.0%) |
| 99 |  | 0 (0.0%) | 1 (0.4%) | 1 (0.9%) | 0 (0.0%) |
| 1n (%) | | | | | |

# 5. Care seeking behaviour

* Is this facility the closest health facility to your home? (b1\_7)
* What is the main reason for you to choose coming here today rather than going to the closest facility? (b1\_8)

|  | | | **post** | |  |
| --- | --- | --- | --- | --- | --- |
| **Characteristic** | **N** | **pilot**, N = 961 | **pre**, N = 2251 | **early**, N = 1181 | **late**, N = 311 |
| Closest | 470 |  |  |  |  |
| 1 |  | 64 (66.7%) | 162 (72.0%) | 102 (86.4%) | 28 (90.3%) |
| 2 |  | 17 (17.7%) | 59 (26.2%) | 15 (12.7%) | 3 (9.7%) |
| 3 |  | 14 (14.6%) | 4 (1.8%) | 1 (0.8%) | 0 (0.0%) |
| 98 |  | 1 (1.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Main reason | 94 |  |  |  |  |
| 2 |  | 0 (0.0%) | 4 (6.8%) | 0 (0.0%) | 0 (0.0%) |
| 3 |  | 10 (58.8%) | 45 (76.3%) | 10 (66.7%) | 2 (66.7%) |
| 4 |  | 0 (0.0%) | 0 (0.0%) | 1 (6.7%) | 0 (0.0%) |
| 5 |  | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 1 (33.3%) |
| 6 |  | 0 (0.0%) | 2 (3.4%) | 0 (0.0%) | 0 (0.0%) |
| 8 |  | 4 (23.5%) | 0 (0.0%) | 1 (6.7%) | 0 (0.0%) |
| 99 |  | 3 (17.6%) | 8 (13.6%) | 3 (20.0%) | 0 (0.0%) |
| 1n (%) | | | | | |