

Template 2.2. Sample interview guide

To be completed at each relevant level of the health system and selected health programmes:

A. Service Delivery

- List the following: programmes/interventions/services/overall results. Where are they strong and where do they face constraints/challenges?
- What are the services that are being delivered within XXX programme? At what level are each of the services provided being delivered and by whom?
- What is the balance between preventative, public-health, and treatment related services?
- What is the type of management at each level of service provision?

B. Financing

Revenue Raising

- Does XXX programme have specific/distinct sources of revenue either from domestic or donor funds? If yes, what is the relative magnitude?
- Are any of the raised revenues earmarked for a specific disease programme?
- In the case of donor funds, are they on-budget/off-budget? How are they incorporated or taken into consideration in domestic budget processes?

Pooling

- Are the funds for the services supported by XXX programme pooled separately, or are they merged together with funds for other health services? At what level of the system do they come together if so?
- Are funds for all of the inputs needed to provide the services supported by this health programme pooled separately, or are certain line items (such as staff salaries) merged while others (such as medicines) held separately?

Purchasing of Services and Interventions

- Are there any differential payment methods or mechanisms for providers to deliver programmatic interventions?
- What incentives do providers face with respect to delivering services for XXX programme? Are there differences by level of care?
- Who has the responsibility of purchasing? What are the different purchasing methods used?
- What is the relative price/cost of relevant services support by XXX programme?

C. Generation of Human and Physical Resources/Inputs

Human Resources

- How are human resources trained for programmatic interventions? (pre-service and in-service)
- How are human resources distributed (geographically and across levels of care)?
- Are there sufficient health and health system professionals to cover the core health needs? If not, in which categories are they the most severe? Are there any pay differentials between XXX programme and other parts of the health system?
- Who pays for Human Resources remuneration (Domestic vs. external budget)? Are staff mapped to the programme part of the recurrent budget?

Information Systems

- How are data generated and managed by XXX programme? Do providers complete separate forms for XXX programme, or is the information included in an integrated data collection instrument?
- To what extent are information systems used by XXX programme and coordinated with other information systems? What human resources/inputs are used to input and analyse information/data?
- Does the output of the information systems facilitate decision-making in relation to the other functions (service provision, financing, stewardship/governance)? Or across disease and population groups?
- Are data collected by XXX programme widely accessible and transparent to the public?

Facilities

- Are facilities at the different levels available to deliver quality interventions for XXX programme?
- Are there facilities that are not operating at full capacity for specific interventions for XXX programme? What is capacity utilization like across different types of facilities?

Supply Chain and Procurement Systems

- What does the supply chains for XXX programme consist of (such as procurement, storage, distribution of consumables, pharmaceuticals)?
- How are stockouts tracked and how often do they happen?

D. Stewardship/Governance

- How is programme planning for XXX coordinated with planning for the entire health system and who makes these plans? At what level and how do programme XXX and health system plans come together?
- What is the budgeting process for programme XXX?
- Is there a centralized operational plan where XXX programme's plan fit into, and who are the key stakeholders in this process? Is there a donor coordination body which works closely with the MOH?
- What are the predominate types of governance arrangements for health facilities/providers within XXX programme?
- What accountability mechanisms are in place to enable results in XXX programme (audit, annual reports, confidential dispatches, etc.)? Are there key differences with the rest of the health system?