

RBF Operational Research Studies

Provider Use of Income & Payment Bottlenecks

QUALITATIVE DATA COLLECTION TOOL – CAO/CFO KII GUIDE

Instructions for the data collection team:

*This tool is designed to facilitate data collection at the **district** level for the two RBF operational research studies focused on use of income and payment bottlenecks. It contains guides for a key informant interview (KII) with the district Chief Administrative Officer (CAO) and Chief Financial Officer (CFO).*

Ideally you will be able to interview them separately in hopes that the CFO will feel freer to share their views without the CAO present. However, the CAO may summon the CFO (and others) to join any discussion, so be flexible. If you first see the CAO and the CFO together, you should try to secure some separate time with the CFO if you feel it would be appropriate.

Before you travel to the field for this exercise, ensure that communication to the district is made, including scheduling the appointments for these KIIs. Once in the district, it's important to engage with the leadership to follow-up on the scheduled appointments.

On the first day, you should make a courtesy call to announce your availability and confirm the appointments for an audience with the CAO and CFO.

When you arrive for your appointments, be sure to have ready an attendance form. As participants gather, ask them to please fill in their name, position, and contact information. Offer a face mask to any participant not wearing one.

- When the CAO or CFO indicate to start the discussion, introduce the research team, and briefly describe the purpose of the visit:

Thank you for taking time to meet with us. We are from the Ministry of Health and together with our technical partner, ThinkWell, we are conducting two operational research studies related to the Results-based financing program, or RBF.

- *Provide RBF Operational Research Overview:*

Since FY 2018/19, the Ministry of Health has been implementing RBF to stimulate increased utilization of essential health services and to incentivize quality improvements.

The Ministry plans to transition RBF from project mode to a routine part of how the government funds primary health care. To inform future RBF approaches, the Ministry commissioned two operational research studies to gather insights into implementation experiences and lessons learned. One seeks to understand how districts and facilities are using RBF income. The other is investigating the extent and cause of payment delays in the RBF program. The discussion we are facilitating today is designed to inform both studies.

Rest assured, this is not an audit or evaluation of your district or the facilities you oversee. We are seeking to learn from your experiences so that RBF can be improved in the future. As such, we hope you will be open and honest with us today.

- *Distribute the informed consent forms:*

We are passing out forms with further information about the studies for your reference. Please take two per person. We ask for your consent to participate, which you can indicate by signing both your copies on the back side. Take a couple of minutes to review the form and let us know if you have any questions. You are free to decline, in which case we will excuse you from the discussion.

- *Once participants are mostly done reading:*

Again, please sign both copies. We will counter-sign them and return one to you. As indicated on the form, please note that the discussion will be audio recorded, and members of the research team will be taking notes. All records of the conversation will be kept confidential. In our analysis, no individuals will be identifiable, though some results may be attributed to relevant positions in the district or facilities.

- *Verify that all participants have signed the attendance form and consent forms, and excuse anyone who is opting out of the discussion. Then, the interview can begin.*

- *Start the audio recording and proceed to the first discussion prompt.*

District information	
District:	Code:
FGD date:	
Start time:	End time:

Respondents: Edit/select, as appropriate: CAO ----- CFO -----

Questions	Responses
1. Your district is a beneficiary of RBF Initiative, under URMCHIP Project. How are RBF resources managed in the district?	
2. What is your specific role?	
3. How is communication regarding RBF funds payments at district and HF levels made?	
4. How has RBF resources been utilized in the district	
5. What has been the achievements of RBF initiatives to date?	
6. What are the challenges encountered, so far?	
7. How have they been/are being addressed?	

8. What are the factors contributing to RBF activities and payment delays at district and HF levels?	
9. What do you suggest/recommend for improvement of the initiative?	

At the conclusion of each interview:

- *Thank the officials and leave your contacts in their guestbook, in case of need for follow up. You can also remind them that there is contact information on the consent form should they have any questions at a later date.*
- *As soon as possible, review and consolidate notes to ensure there is a complete and accurate version of notes in a **single file**. The team should also record any reflections (e.g., 3-5 bullets summarizing key themes or takeaways from the discussion).*

<p>Summary notes <i>To be completed by the research team following the FGD</i></p>

- *Submit a soft copy of the notes to Espilidon Tumukurate (etumukurate@thinkwell.global) and Gideon Olaja (golaja@thinkwell.global).*

Please name the file as follows: “[District name]_CAO & CFO KII notes.docx”