



PMA Côte d'Ivoire Phase 4 Survey Client Exit Interview Baseline Questionnaire

001a. Your ID:	
001b. Enter your ID below.	<pre>\${your_name_list} = 'other'</pre>
Please record your ID	
	today() > date("2023-08-01") and today() < date("2024-06- 30")
002a. Is this date and time correct?	○Yes
\${today_formatted}	○ No
002b. Record the correct date and time.	\${system_date_check} = 'no' or today() < date("2023-08-01") or today() > date("2024-06-30")
	Day:
	Month:
	Year:
OO3a. Region	 ○ Indenie Djuablin ○ Autonome Dabidjan ○ Sud Comoe ○ La Me ○ Agneby Tiassa ○ Moronou ○ Guemon ○ Gbeke ○ Tonkpi ○ Cavally ○ Nzi ○ Gontougo ○ Marahoue ○ Bagoue ○ Nawa ○ Hambol ○ Grands Ponts ○ Haut Sassandra ○ Iffou
	 ○ Bere ○ Belier ○ Loh Djiboua ○ Goh ○ Worodougou ○ Tchologo ○ Poro ○ San Pedro ○ Gbokle



	○ Bounkani
	○ Yamoussoukro
	filter_list=\${this_country}
003b. Department	
003c. Sub-prefecture	
004. Enumeration Area	
For existing facilities the EA-level is determined from the dataset at a previous phase as a facility may be serving more than one EA.	
005a. Is this a facility from the previous phase or is this a new facility added this phase?	Follow up facility New facility
006. Name of the facility Please select the name of the facility from the previous phase.	<pre>\${fw_or_new} = 'fw'</pre>
006. Name of the facility	<pre>\${fw_or_new} = 'new'</pre>
007. Facility number	
Please record the number of the facility from the listing form.	
008. Is a competent respondent present and available to be interviewed today?	○ Yes ○ No
INFORMED CONSENT Find the competent female respondent. Administer the consent procedures.	\${available} = 'yes'
Bonjour, je me nomme	\${available} = 'yes'
En collaboration avec le Ministère de la Santé, de l'Hygiène Publique et de la Couverture Maladie Universelle de la Côte d'Ivoire et l'école de santé publique et de la santé reproductive de l'université de Johns Hopkins aux Etats-Unis, l'Ecole Nationale Supérieur de la Statistique et d'Economie Appliquée (ENSEA) réalise une étude dénommée PMA (Performance Monitoring for Action).	
L'objectif principal de cette étude est de mettre en œuvre un système de suivi des performances accomplies dans le domaine de la planification familiale et de la santé reproductive des femmes au sein de la population et des structures de santé en Côte d'Ivoire. En outre, les informations que nous collecterons serviront à éclairer les programmes de développement social en Côte d'Ivoire. Pourquoi est-ce qu'on vous demande de participer ?	
Vous avez été sélectionné(e) au hasard pour participer à cette étude. Je souhaiterais vous poser quelques questions concernant votre expérience avec les services que vous avez recus aujourd'hui. Votre participation à cette étude implique	





une interview sur les services de santé reproductive, qui durera 10 à 25 minutes. Nous vous poserons des questions sur cette structure de santé, ses employés et les services que vous avez reçus. Le responsable/propriétaire de cet établissement a aussi été interviewé.

Les informations de cette interview pourront être utilisées par des organisations de santé afin d'améliorer les services ou pour mener de futures enquêtes. Des chercheurs pourront aussi utiliser les données collectées auprès de cette structure à des fins d'analyse. Cependant, votre nom ne sera pas relié à vos réponses afin de protéger la confidentialité de votre identité. Nous ne partagerons pas vos informations et vos réponses avec le personnel de cette structure, et le personnel de cette structure ne saura pas comment vous avez répondu à nos questions. En plus vos réponses n'affecteront en rien la nature ou la qualité des soins que vous pourriez recevoir à l'avenir de la part de ce prestataire.

Après cette enquête, nous vous demanderons si nous pourrons vous recontacter par téléphone dans quelques mois pour mettre à jour vos informations sur votre expérience des services que vous aurez reçus. Nous tenons à préciser que la participation à cette enquête est volontaire et il n'y a aucun avantage personnel direct pour votre participation dans cette étude. Néanmoins nous comptons vivement sur votre participation car votre point de vue est très important. Si vous ne souhaitez pas répondre à une question en particulier, faîtes-le moi savoir et je passerai à la question suivante.

Vous ne recevrez pas de motivation financière pour votre participation, mais en guise de remerciement on vous offrira une carte de recharge de 500 FCFA comme compensation pour le temps que vous avez consacré pour répondre à notre questionnaire.

Protection de la confidentialité des données Les données seront collectées sur des smartphones. Toutes les données seront envoyées par voie électronique sur le serveur « cloud » de l'étude PMA. L'utilisation et le partage des informations seront rigoureusement soumis à des principes de précautions pour garantir leur sécurité et confidentialité. Une fois la collecte terminée, les informations d'identification seront supprimées de la base de données.

Avant de continuer, avez-vous des questions sur cette enquête ?

Personne à contacter pour des compléments d'informations ou inquiétudes Si vous avez des questions ou des inquiétudes par rapport à cette étude, vous pouvez joindre l'Investigatrice Principale nationale de l'étude Dr. Rosine Mosso-BOMISSO à Abidjan dont le contact téléphonique est (XXX) XX XX XX XX / ((XXX) XX XX XX XX. Si cela s'avère nécessaire, vous pouvez aussi joindre le Comité national d'éthique à Abidjan qui a donné son approbation pour l'étude au numéro de téléphone (XXX) XX XX XX XX.

Que veut dire votre signature sur ce formulaire de consentement ?

Votre signature sur ce formulaire veut dire que :





• Vous avez été informé sur l'objectif, les procédures, les avantages et les risques de cette étude. • Vous avez eu l'occasion de poser des questions avant de signer. • Vous avez donné votre accord pour votre participation de votre propre volonté.	
009a. Read the verbal consent text.	\${available} = 'yes'
Then, ask: May I begin the interview now?	○ Yes○ No
	(\${begin_interview}='yes')
009b. Respondent's signature Please ask the respondent to sign or check the box in agreement of their participation.	
Checkbox	0
WARNING: The respondent has not signed or checked the box, despite agreeing to be interviewed in the previous question. To conduct the survey, the respondent must sign or touch the checkbox.	<pre>(\${consent_obtained}=0) and (\${begin_interview} = 'yes')</pre>
You may go back to obtain a signature or check the box or you should go back to the previous question to indicate the respondent does not want to be interviewed.	
009c. Respondent's name Enter the respondent's full name.	\${consent_obtained}
010. Interviewer's ID: \${your_name} Mark your ID as a witness to the consent process.	<pre>\${consent_obtained} and (\${your_name_text} = '')</pre>
O10. Interviewer's ID Please record your ID as a witness to the consent process. You previously entered "\${your_name_text}."	<pre>\${consent_obtained} and (\${your_name_text} != '')</pre>
SECTION 1 – Background	Information
I would like to start by asking a few ques	stions about yourself.
\${consent_obtained	
101. Did you receive any family planning information or a method during your visit today?	\${consent_obtained} O Yes
If no, thank her for her time and end the interview.	○ No ○ No response
102. How old were you at your last birthday?	<pre>\${fp_info_yn} = 'yes'</pre>
102a. CHECK: The respondent is not eligible for interview. Please thank her for her time.	(\${age} < 15) or (\${age} > 49)
103. Are you currently married or living together with a man as if married?	\${fp_info_yn} = 'yes' O Yes, currently married
Probe: If no, ask whether the respondent is divorced, separated, or widowed.	Yes, living with a man Not currently in union: Divorced /



104. What is the highest level of school you attended?	separated Not currently in union: Widow No, never in union No response \${fp info yn} = 'yes'
Only record formal schooling. Do not record bible or koranic school or short courses.	Never attendedPrimarySecondaryTertiaryNo response
105. How many times have you given birth? Enter 0 if she has never given birth. Enter -99 for no response.	<pre>\${fp_info_yn} = 'yes'</pre>
106. Imagine a 10-step ladder where on the bottom, the first step, stand the poorest people, and on the highest step, the 10th, stand the rich. On which step is your household located today? [stairs-clipart.jpg]	\$\{fp_info_yn\} = 'yes' One (poorest) Two Three Four Six Seven Eight Nine Ten (richest) No response
107. Is this the closest health facility to your current residence?	<pre>\${fp_info_yn} = 'yes' Yes No Do not know No response</pre>
108. What was the main reason you did not go to the facility nearest to your home?	\${closest_hf_home}='no'
	 No family planning services Inconvenient operating hours Bad reputation / Bad prior experience Do not like personnel No medicine Prefers to remain anonymous It is more expensive than other options Was referred Less convenient location Absence of provider Does not accept insurance Other Do not know No response
109. How much time did it take you to travel here today?	 ☐ Inconvenient operating hours ☐ Bad reputation / Bad prior experience ☐ Do not like personnel ☐ No medicine ☐ Prefers to remain anonymous ☐ It is more expensive than other options ☐ Was referred ☐ Less convenient location ☐ Absence of provider ☐ Does not accept insurance ☐ Other ☐ Do not know



Minutes	
Hours	
Tiours	
110. What means of transportation did you use to travel here? If multiple means used PROBE: What was the primary mode of transportation?	\$\{fp_info_yn\} = 'yes' \(\text{Motor vehicle (car, motorcycle, bus)} \) \(\text{Bicycle / pedicab / tricycle} \) \(\text{Animal drawn cart} \) \(\text{Walking} \) \(\text{Other} \) \(\text{No response} \)
SECTION 2 – Family Plann	ing Services
Now I would like to ask about family planning s	services you received today.
	<pre>\${fp_info_yn} = 'yes'</pre>
201. Was family planning the main reason you came here today?	<pre>\${fp_info_yn} = 'yes' O Yes O No O No response</pre>
202. What was the main reason for your visit today?	\${fp_reason_yn} = 'no' STI
203. During your visit today, were you given a family planning method, a prescription for a method, removal of an implant or IUD, or none of the above? Read all options aloud and select all that apply	\$\{fp_info_yn\} = 'yes' \[A contraceptive method \[A prescription for a method \[Removal of an implant/IUD \[None of the above \[No response
205. Which method were you prescribed or given?	selected(\${whatdone_today},'con_traceptive_method') or selected(\${whatdone_today},'pre_scription_met Female sterilization



	 ○ Foam / Jelly ○ Standard days / cycle beads ○ LAM ○ Rhythm method ○ Withdrawal ○ Other traditional methods
LCL_201. PROBE: Was the injection administered via syringe or small needle? Show the image to the respondent. [sayana_depo_150x300.jpg]	<pre>O No response (\${method_prescribed} = 'inj') O Syringe O Small needle (Sayana Press) O No Response</pre>
LCL_202. Did you inject it yourself or did a healthcare provider do it for you?	<pre>\${injectable_probe} =</pre>
LCL_203. Were you offered the choice of doing the injection yourself?	<pre>\${injecter} = 'provider' O Yes O No O No response</pre>
LCL_204. Were you offered the choice of having the provider give you the injection?	<pre>\${injecter} = 'self' O Yes O No O No response</pre>
LCL_205. Have you heard that there is a type of injectable that you can inject yourself? [sayana_only.jpg]	<pre>(\${fp_info_yn} = 'yes') and (\${injecter} != 'self') O Yes O No O No response</pre>
LCL_206. Would you be interested in doing the injection yourself instead of going back to the provider?	<pre>(\${fp_info_yn} = 'yes') and (\${injecter} != 'self') O Yes O No O No response</pre>
205b. Were you able to have your implant or IUD removed during today's visit?	<pre>selected(\${whatdone_today},'rem</pre>
205c. Why were you not able to have your implant or IUD removed? Select all that apply	\${removed_ok} = 'no' Facility not open Qualified provider not available Provider attempted but could not remove the implant or IUD Provider refused Cost of removal services Provider counseled against removal Told to return on another day



	☐ Referred elsewhere
	☐ Do not know
	☐ No response
206. Just before this visit, were you using the same method, did you switch from another method or were you using no method?	<pre>selected(\${whatdone_today},'con</pre>
	○ Same method○ Another method○ No method○ No response
207. How long have you been using this method without stopping?	<pre>\${switch_method} = 'same' \(\) X days \(\) X weeks \(\) X months \(\) X years \(\) No response</pre>
207. Enter a value for \${method_duration_lab}:	<pre>(\${method_duration_units} = 'weeks') or (\${method_duration_units} = 'months') or (\${method_durat</pre>
208. Have you ever used this method before?	<pre>(\${switch_method} = 'another') or (\${switch_method} = 'no') () Yes () No () No response</pre>
209. Have you used it in the past 12 months?	<pre>\${method_used_before_yn} =</pre>
210. During your visit today, did you obtain the method of family planning you wanted?	\${fp_info_yn} = 'yes' O Yes O No O Neither, follow-up visit only O No response
211. Which method did you initially want to use?	\${fp_obtain_desired} = 'no' Female sterilization Male sterilization Implant IUD Injectables Pill Emergency contraception Male condom Female condom Diaphragm Foam / Jelly Standard days / cycle beads



	○ LAM○ Rhythm method○ Withdrawal○ Other traditional methods○ No response
212. Why didn't you obtain the method you wanted?	\${fp_obtain_desired} = 'no' Method out of stock Method not available at all Provider not trained to provide the method Provider recommended a different method Not eligible for method Decided not to adopt a method Too costly Other Do not know No response
213. Who made the final decision about what method you got today?	selected(\${whatdone_today},'con traceptive_method') or selected(\${whatdone_today},'pre scription_met O Respondent alone O Provider O Partner O Respondent and provider O Respondent and partner O Other O Do not know No response
214. Did you pay any money for any of the family planning services you received or were provided today?	<pre>selected(\${whatdone_today},'con</pre>
215. Did the provider tell you that if you do not take the pill every day, your chances of becoming pregnant are higher?	<pre>\${method_prescribed} = 'pill' O Yes O No O No response</pre>
216. Did the provider tell you that if you are more than one month late for your shot, your chances of becoming pregnant are higher?	<pre>\${method_prescribed} = 'inj' O Yes O No O No response</pre>
Now I am going to ask you some questions about the family planning consultation you had with your provider today. Would you completely agree, agree, disagree, completely disagree with the following statements?	<pre>\${fp_info_yn} = 'yes'</pre>



217. I felt encouraged to ask questions and express my	<pre>\${fp_info_yn} = 'yes'</pre>
concerns.	○ Completely agree
	○ Agree
	○ Disagree
	Completely disagree
	○ Do not know
	○ No response
218. The provider made efforts to ensure there were no	<pre>\${fp info yn} = 'yes'</pre>
interruptions during our session.	○ Completely agree
	○ Agree
	○ Disagree
	Completely disagree
	O Do not know
	○ No response
219. The provider asked me questions in order to provide	\${fp info yn} = 'yes'
counseling that fit me personally.	○ Completely agree
θ γ	Agree
	O Disagree
	○ Completely disagree
	O Do not know
	○ No response
220. I received all of the information I wanted to know about	\${fp info yn} = 'yes'
my options for contraceptive methods.	
my options for contraceptive methods.	Completely agree
	○ Agree○ Disagree
	○ Completely disagree
	O Do not know
	○ No response
221 The provider gave me the time I peeded to consider the	\${fp info yn} = 'yes'
221. The provider gave me the time I needed to consider the contraceptive options we discussed.	○ Completely agree
contraceptive options we discussed.	Agree
	O Disagree
	○ Completely disagree
	O Do not know
	O No response
222. After this consultation, I could understand how my body	\${fp_info_yn} = 'yes'
might react to using contraception.	○ Completely agree
	Agree
	○ Disagree
	Completely disagree
	O Do not know
	○ No response
223. I could understand how to use the method(s) we talked	\${fp info yn} = 'yes'
about during the consultation.	○ Completely agree
	○ Agree
	○ Disagree
	Completely disagree



	O Do not kn	ow	
	O No respon	ise	
224. I was able to give my opinion about what I needed.	Completel Agree Disagree Completel Do not kn	y agree y disagree ow	yn} = 'yes'
225. I felt pressured by the healthcare provider to use the		\${fp_info_	yn} = 'yes'
method they wanted me to use.	Completel Agree Disagree Completel Do not kn No respon	y disagree ow ase	
226. I felt scolded because of my marital status.	_		yn} = 'yes'
	Completel Agree Disagree Completel Do not kn	y disagree ow	
227. Did the provider discuss the role of your husband/partner	(\${fp_		'yes') and
in using contraception?	\${marit	currently_ cal_status}	<pre>.l_status} = married' or</pre>
227a. Did you discuss contraceptive use with your	(\${fp_	_info_yn} =	'yes') and
husband/partner before today's visit?	,	(\${marita 'currently_ ital_status	<pre>1_status} = married' or } = 'curr</pre>
		\${injecter	l = 'self'
LCL_207. Did you receive the following information about self-in) - SETT
and receive the following information about self in	Yes	No	No response
a. Where to store the injection material until you use it?	0	\cap	
b. What do with the syringe after the injection?			
c. An instruction sheet to take home to remind you of steps for self-injection	0	0	0
d. A reinjection calendar to take home for example, information on when and how to remember your next injection date?	0	0	0



LCL_208. How comfortable do you feel using the method on your own?	<pre>\${injectable_probe} = 'small_needle'</pre>
	○ Very comfortable○ Comfortable○ Uncomfortable○ Very uncomfortable○ Do not know○ No response
228. During your visit today, were you told by the provider about side effects or problems you might have with \${method_prescribed_lab} to delay or avoid pregnancy?	<pre>selected(\${whatdone_today},'con</pre>
	○ Yes○ No○ No response
229. According to the provider, what are the possible side effects or problems related to use of \${method_prescribed_lab}? Read all options aloud and select all that apply	\$\{fp_side_effects_yn\} = 'yes' Less bleeding or no bleeding Heavier bleeding Spotting/bleeding Non-specific bleeding changes Uterine cramping/Lower abdominal pain Weight gain Weight loss Facial spotting/facial pigmentation Headaches Infection Nausea/vomiting Increased menstrual cramping Lowered sex drive Vaginal dryness Infertility/sterility Delayed return to fertility Method gets lost inside body General weakness Diarrhea Other Do not know
230. Were you told what to do if you experienced these side effects or problems?	□ No response \${fp_side_effects_yn} = 'yes' ○ Yes ○ No
231. During your visit today, were you told by the provider about methods of family planning other than \${method_prescribed_lab} that you could use?	O No response selected(\${whatdone_today},'con



	○Yes
	○ No
	○ No response
232. What methods were you told about?	\${fp_told_other_methods_cc} =
	'yes'
Select all that apply	☐ Female sterilization
	☐ Male sterilization
	│ □ Implant │ □ IUD
	☐ Injectables
	□ Pill
	☐ Emergency contraception
	☐ Male condom
	☐ Female condom
	☐ Diaphragm
	☐ Foam / Jelly
	☐ Standard days / cycle beads
	□ LAM
	☐ Rhythm method
	☐ Withdrawal
	☐ Other traditional methods
	☐ No response
233. Were you told that you could switch to a different method	selected(\${whatdone_today},'con
in the future?	<pre>traceptive_method') or selected(\${whatdone today},'pre</pre>
	scription_met
	○Yes
	○ No
	○ No response
234. Were you told that you could NOT switch to a different	selected(\${whatdone today},'con
method in the future?	traceptive_method') or
	selected(\${whatdone_today},'pre
	scription_met
	○Yes
	○ No
	○ No response
SECTION 3: Client Sati	sfaction
Now I would like to sale about the same	as you received to do.
Now I would like to ask about the service	es you receiveu today.
	<pre>\${fp_info_yn} = 'yes'</pre>
	\${fp info yn} = 'yes'
004 11 1 121 211 2 11 2	
301. How long did you wait between the time you arrived at	
this facility and the time you were able to see a provider for the consultation?	
Enter responses in minutes and hours. 0 is a possible answer.	
Enter -88 for do not know in both, -99 for no response in both.	



	Minutes					
	Hours					
302. Overall, how satisfied are you with the family planning services you received at this establishment today? Would you say very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied, or very dissatisfied?		\${fp_info_yn} = 'yes' Very satisfied Satisfied Neither satisfied nor dissatisfied Dissatisfied Very dissatisfied No response				
303. Would you refer your relative or friend to this facility?			\${fp_info_yn} = 'yes' O Yes O No O Do not know O No response			
304. Would you return to this facility?		\${fp_info_yn} = 'yes' Yes No Do not know No response				
			\${fp_i	nfo_yn}	= 'yes'	
	305. People have different opinions about family planning services. In your community, would you say most people, some people or few people have the following opinions about family planning services: 1 = Most 2 = Some 3 = Few -99 = No Response					
		1	2	3	-99	
	a. Women are treated respectfully when they go to this facility for family planning.	0	0	0	0	
	b. Women will be able to receive family planning method of their choice at this facility.	0	0	0	0	
	c. Women have access to affordable family planning services at this facility.	0	0	0	0	
Thank the respondent for her time. The respondent is finished, but there are still more questions for you to complete.		\${available} = 'yes'				
	Thank you. <i>There are still more questions for you to complete.</i>	\${available} != 'yes'				
QUESTIONNAIRE RESULT						
	098. In what language was this interview conducted?	EnglishFrenchAbbey	า เ	consent_c	obtained}	



	○ Abron
	○ Adjoukrou
	○ Arabic
	○ Attie
	○ Avikam
	○ Bakoué
	○ Baoule
	○ Bete
	○ Dida
	○ Dioula
	○ Djimini
	○ Ebrié
	○ Eholié
	○ Elomoin
	○ Fantin
	○ Gnaboua
	○ Godié
	○ Gouro
	○ Guere
	○ Koulango
	○ Kouzié
	○ Kôyaka
	○ Kroumen
	○ Lobi
	○ Mahou
	○ Moré
	○ N'zima
	Senoufo
	Suamlin
	Wobe
	○ Yacouba
	○ Other
099. Record the result of the Client Exit Interview	\${fp_info_yn} != 'no'
Questionnaire.	
	OPostponed
	Refused
	O Partly completed
	○ Other