

## Individual or Group In-Depth Interview: **COMPLICATION NARRATIVE**

**Interview Schedule**

Interviewer Comments:

Interviewer code \_\_\_\_\_

Date \_\_\_\_\_

District \_\_\_\_\_ Location \_\_\_\_\_

Venue \_\_\_\_\_

Time: from \_\_\_\_\_ to \_\_\_\_\_

**IN-DEPTH INTERVIEW WITH INDIVIDUAL WOMAN OR GROUP OF FAMILY MEMBERS WITH COMPLICATION IN PAST SIX MONTHS**

<b>Respondent Code:</b>	<b>Name of woman:</b>
<b>Address/ Location:</b>	<b>Educational level:</b>
<b>Interviewee(s) name(s), occupation(s), relationship(s) to woman (if group interview with family):</b>	
<b>Delivery Date (approximate):</b> (1) (2) (3) (4) (5) (6) month(s) ago	<b>Age:</b> (16-20) (21-25) (26-30) (31-35) (36-40) (41-45) (46-50) (>51)
<b>Distance to facility w/ maternity:</b> (less than 5km) (more than 5km)	<b>Closest facility w/ surgical capacity:</b>
<b>Religion:</b>	<b>Ethnicity:</b>
<b>Nearest TBA:</b>	<b>Distance of TBA's home:</b>
<b>Type of complication:</b>	

## **Research Objectives:**

### **Overall Objectives:**

- A. To provide a detailed, step-by-step analysis of how obstetric emergencies are recognized; and document the precise roles of specific individuals in the household/ community in deciding to seek care.
- B. To document the steps involved reaching skilled care during an obstetric emergency.
- C. To document the steps and delays in receiving skilled care once at a facility.

### **Specific Objectives:**

- A. To identify the steps in the recognition of the specific obstetric complication that occurred in this family, perceived causality of the complication, and perceived appropriate action/chain of care seeking actions.
- B. To describe the dimensions of care seeking decision-making in obstetric emergencies -who decides, how decisions are made, how long it takes to decide, what the specific “triggers to action” or “tipping points” are, when a problem is seen as severe enough to require action, etc.
- C. To document the reasons behind care seeking choices of the family for specific complication.
- D. To provide individual and household perspectives on the events involved in receiving care for the emergency.
- E. To determine what follow up care instructions and advice the woman and family were given at facility.

***DO NOT READ OBJECTIVES OUT LOUD TO INTERVIEWEE(S)!***

## RECOGNITION OF OBSTETRIC COMPLICATIONS

### ***Notes for the Interviewer***

Key ideas to explore:

- What are the danger signs that people recognize during labour?
- What are household-level delays in deciding to seek care?

**Say:** Let's set the scene: Tell me about what happened when (you/ she) first developed a complication.

### **1. When were the signs of a problem first recognized?**

At what stage during labour/ delivery/ postpartum period did (you/ she), (your/ her) family or birth assistant first think something was wrong? Where (were you/ was she) when the problem was recognized? Who recognized the problem first? Who else was there? Did everyone agree there was a problem?

### **2. What were the specific signs that made (you/ her/ them) think something wasn't right?**

What did (you/ she/ they) think was the problem and what caused it?

### **3. Was anything tried at home to solve the problem?**

*Probe about remedies tried before seeking care outside of the home and role(s) of family and others involved.*

## CARE SEEKING DECISION-MAKING

### ***Notes for the Interviewer***

Key ideas to explore:

- Who participates in the decision to seek care outside of the home and who actually makes the final decision?
- What options do families consider for treatment?
- What are household- and community-level delays in seeking care?

**Say:** *Recap what interviewee has said last section about when the signs of the problem were recognized and who recognized them.*

#### **4. Who decided that the problem was so serious that (you/ she) needed to go outside of the home for help?**

Did everyone else agree that (you/ she) needed help? How long did it take to reach this decision to seek help?

#### **5. Where did (you/ they) think (you/ she) could go to solve the problem?**

What were all the places you considered going to for help? What kind of help did (you/ she) think that (you/ she) would get at each of those places? What was finally decided? Why was this place chosen? Who made that decision? Did everyone agree?

#### **6. Once you decided to seek care, what arrangements were made before (you/ she) left the house?**

How long did it take to make those arrangements? *Probe about all the preparations made (e.g. money, supplies, transport) and who did what.*

## GETTING CARE

### **Notes for the Interviewer**

Key ideas to explore:

- What are the specific steps and delays in getting care and the timing and order of those steps?
- What are the family's perceptions of quality of care with the different care providers seen?
- What are the costs involved with receiving care for complications?

**Be sure to document all of the types and locations of care the woman was exposed to before reaching skilled care, in the proper sequence, and how long each care-reaching step took. Repeat for each step if the woman went to more than one site to seek care.**

**Say:** Recap what interviewee has said last section about deciding to seek care.

### **7. How did (you/ she) reach (mention location)?**

What kind of transportation did (you/ she) use? How long did it take to reach this place? Who was with (you/ her)?

### **8. How much did it cost to get there?**

Was this what you would expect to pay to travel this distance? Was it more or less than you would expect? Why/ why not?

### **9. Did anything delay (you/ her) from getting to this place right away?**

What caused the delays or problem getting to (mention location)? Did (you/ she) have to stop anywhere along the way? Probe for difficulty raising funds for transport/service provider, lack of transport, etc. How did you pay: cash on hand, borrow, help from someone, other?

### **10. What happened when (you/ she) first reached (mention location)?**

Who was the first person (you/ she) or your family talked to? What did they tell (you/ her)? Was anyone available to try to help (you/ her) here? Who? How much time did (you/ she) spend waiting before seeing someone?

### **11. What kind of help did (you/ she) receive here for this problem?**

*If help given:* Do you remember what they did to help? Did they examine (you/ her)? What did they do to try to manage (your/ her) problem?

*If no help given:* Why not? Did anyone here give (you/ her) any advice about what to do or where to go?

### **12. How did you feel about the care (you/ she) received here?**

Was there anything in particular that you liked or did not like about the care (you/ she) received?

### **13. Did you have to pay for the care (you/ she) here?**

How much? In addition to these costs, did (you/ she) or your family have to buy any items at the time of delivery? What were they: medicines, supplies, food, other? Were (you/ she) able to meet these charges? If so, how did you pay: set money aside in advance, use cash on hand, borrow, own money plus help from someone, sell asset, other? If not, what happened?

**14. Did (you/ she) go anywhere after (mention location)?**

*If yes: Where? Why? How did (you/ she) decide to go there? Return to question 7 at the beginning of this section.*

*If no because the complication was managed at this site: Continue to question 15 in next section.*

*If no **because the woman died**: Close the interview, thank the family for their time and responding to our questions on this sensitive issue and ask if there is anything else they'd like to share with us about the experience.*

## FOLLOW - UP CARE

### **Notes for the Interviewer**

Key idea to explore:

- What was the total length of time spent in the facility?
- What are the perceptions of quality of care after the emergency (post-treatment or discharge care)?

**Say:** *Recap what interviewee has said last section about receiving care.*

#### **15. After (you/ she) received treatment and the emergency was over, how long did (you/ she) stay in the facility?**

How many hours/ days did (you/ she) spend in the facility all together? Who stayed with (you/ her)?

#### **16. Did anyone there give (you/ her) information about what had gone wrong and what had caused the problem?**

Who? What did they tell (you/ her)?

#### **17. Did (you/ she) receive any advice about how to take care of (your/ her)self at home to be sure that (you/ she) recovered fully?**

From whom? What did they tell (you/ her)?

#### **18. (Were you/ Was she) advised to come back for a follow-up check-up?**

Who advised (you/ her) to come back? When did they tell (you/ her) to come back? Did (you/ she) go? Did (you/ she) get any other advice? From whom? What did they say?

#### **19. How did (you/ she) get back home?**

What kind of transportation did (you/ she) use? How was it arranged? How much did it cost?

#### **20. If this happened in your family again, would you do anything differently?**

What would you do differently and why?

**Say:** Thank you for answering all our questions today about this experience. Your answers have been helpful. Maybe you have thought of something we have left out. Is there anything else that you'd like to tell us about your experience?

**THANK YOU VERY MUCH FOR TAKING THE TIME TO TALK TO ME/US.**