

# E4A-MAMAYE C-MPDSR BASELINE

## HOW TO CONDUCT A FOCUS GROUP DISCUSSION

The purpose of this tool is to provide the users with an example of a Focus Group Discussion (FGD) process and guide. FGDs are to be held with community stakeholders to collect qualitative data for a baseline assessment around the initial state of maternal and perinatal health in the target geography. The baseline assessment will include FGDs as well as an analysis of the existing HMIS data to provide an overall picture of what is the initial situation around MNCH in the context where we are planning to roll out C-MPDSR.

FGD is a method for collecting qualitative data that gathers community individuals together to discuss a specific topic. Questions are open-ended, with the aim of stimulating an informal discussion with participants to understand their perceptions, beliefs, fears, questions information gaps and needs with regards to the chosen topic.

### Who

An FGD should include a minimum of 8 and a maximum of 12 participants. It is best practice to hold separate FGDs with men and women, facilitated respectively by a male and a female facilitator. Additionally, wherever possible, similar participants should be grouped together e.g. by socio economic status or age, so that they feel more comfortable to raise issues that affect them differently to others who might be better off or have more authority as a result of their age and cultural norms.

Facilitators should encourage every participant to speak and make sure that there are no barriers to anyone's full participation in the discussion. Also, it is very important for facilitators to remind all participants to adopt a non-judgemental attitude when taking part in the FGD and that everything discussed will be treated with confidentiality (or at least anonymized before sharing it further).

For a C-MPDSR baseline, it is advisable to conduct FGDs with both community members and healthcare workers, in separate groups. Two different discussion guides are available below to lead these conversations.

### When and where

An FGD will usually take around one hour and should be conducted at a time that works for all the different people that you are intending to invite. Facilitators should take into consideration when people are at work or busy with household chores or care responsibilities (such as looking after children) and identify a time that suits everyone as much as possible.

In terms of location, it is important to ensure that the FGD takes place in a space that is easily reachable and accessible by everyone (for example keep in mind the needs of people with a disability or those who cannot pay transport to reach a certain location). Also, ensure that the venue allows for confidential conversations so avoid public places, or where there is a lot of people around.

Finally, allow for people with disability to be accompanied if they need support, and for women to come with their children.

## FOCUS GROUP DISCUSSION TOPIC GUIDES

The guides below provide an example of what questions could be asked to community stakeholders and healthcare workers in an FGD exercise. These questions are not mandatory and are provided for guiding purposes. You should adapt the questions to your context and specific needs.

### FGD TOPIC GUIDE FOR COMMUNITY STAKEHOLDERS

*Prior to interview commencing the participant will read through the information sheet and signed the informed consent form, template below.*

#	Question	Probes
<b>Introduction</b>		
1.	Location	
<b>Facility-based delivery / skilled birth attendance rate</b>		
2.	What do you think are the key things that discourage a woman to deliver her baby in a health facility?	Is there anything else? Think about women's own behaviour and ideas, but also other people's influence, issues of resources, or issues with the services provided ( <i>ask multiple times</i> )
3.	What do you think are the key things that encourage a woman to deliver her baby in a health facility?	Is there anything else? Think about women's own behaviour and ideas, but also other people's influence, issues of resources, or issues with the services provided ( <i>ask multiple times</i> )
4.	What do you think would motivate or enable a pregnant woman to deliver in a health facility?	Is there anything else? Think about women's own behaviour and ideas, but also other people's influence, issues of resources, or issues with the services provided ( <i>ask multiple times</i> )
<b>Antenatal care</b>		
5.	What do you think are the key things that discourage a woman attending any ANC?	Is there anything else? Think about women's own behaviour and ideas, but also other people's influence, issues of resources, or issues with the services provided ( <i>ask multiple times</i> )
6.	Why do you think some women attend only a few ANC appointments?	Is there anything else? Think about women's own behaviour and ideas, but also other people's influence, issues of resources, or issues with the services provided ( <i>ask multiple times</i> )
7.	For the women who attend all the recommended ANC, why do you think this is?	What are the factors that encourage or enable women to attend all ANC? Think about women's own behaviour and ideas, but also other people's influence, issues of resources, or issues with the services provided  Is there anything else? ( <i>ask multiple times</i> )
8.	Is there any group of women that is more or less likely than others to attend ANC or deliver in a health facility? Why is that?	Think for example about women with disability, women of an ethnic minority, young girls or others

Communities trust healthcare workers (1) and perception of healthcare workers' trust in communities (2) (dimensions of trust: respect, competence, assurance of treatment when needed, willingness to accept drawbacks, loyalty,)		
8.	When you have a health issue, what do you do?	<p>When you have an issue related to a pregnancy or delivery where do you go?</p> <p>Where do you advise others to go when they have a health issue?</p> <p>Why is that?? (<i>ask multiple times</i>)</p>
9.	Please can you describe the level of respect you have for healthcare workers? What do you think of them and their ability to help you? (1)	<p><i>Probe for answers beyond yes or no</i></p> <p>Please explain your answer</p> <p>Is there any difference between male and female health workers?</p>
10.	Do you think that the health facility available to you is able to respond to your health needs or not? (1)	<p><i>Probe for answers beyond yes or no</i></p> <p>Please explain your answer</p>
11.	Do you feel able to share your concerns with healthcare workers safely and confidentially or not? (1)	<p><i>Probe for answers beyond yes or no</i></p> <p>Please explain your answer</p> <p>Is there any difference between male and female health workers?</p>
12.	Do you always listen to the advice that healthcare workers give to you or not? (1)	<p><i>Probe for answers beyond yes or no</i></p> <p>Please explain your answer</p> <p>Is there any difference between male and female health workers?</p>
13.	Do you trust healthcare workers to care for you or not? (1)	<p><i>Probe for answers beyond yes or no</i></p> <p>Please explain your answer</p> <p>Is there any difference between male and female health workers?</p>
14.	Do you trust healthcare workers more or less than other sources of care? (1)	<p>Do you trust healthcare workers more or less than family members?</p> <p>Do you trust healthcare workers more or less than traditional birth attendants?</p> <p><i>Probe for answers beyond yes or no</i></p>

		Please explain your answer
15.	Do you feel that healthcare workers respect community members or not? (2)	<i>Probe for answers beyond yes or no</i> Please explain your answer
16.	Overall, do you have a positive or negative perception of the health facility available to you?	<i>Probe for answers beyond yes or no</i> Please explain your answer
17.	Overall, do you think healthcare workers have a positive or negative perception of the community members?	<i>Probe for answers beyond yes or no</i> Please explain your answer Do you think there is any difference between male and female health workers?
<b>Blame-free environment</b>		
18.	Please can you describe how you feel following an adverse event such as a maternal or perinatal death at the health facility?	
19.	Please can you describe how you feel towards the health facility when a human error results in an adverse event such as a maternal or perinatal death?	
20.	How does the wider community feel towards the health facility following an adverse event such as a maternal or perinatal death?	How does the community treat the healthcare worker / facility? Does the wider community blame the health facility?
21.	Please can you describe how you feel following an adverse event such as a maternal or perinatal death that happens at home within your community?	
21.	Please can you describe how you feel towards families that decide to deliver at home or delay reaching out to health facilities?	Anything else?
22.	How are those families treated by the healthcare workers at the health facility?	How does the health facility treat the family members? Does the health facility blame the family?

Closing questions	
23.	Is there any other information you feel is important to this subject that we have not covered?
24.	Is there anything you have said that you wish to explain more or change?

## FGD TOPIC GUIDE FOR HEALTH CARE WORKERS

Prior to interview commencing the participant will read through the information sheet and signed the informed consent form

#	Question	Probes
	What do you think are the key things that discourage a woman to deliver her baby in a health facility?	Is there anything else? Think about women's own behaviour and ideas, but also other people's influence, issues of resources, or issues with the services provided <i>(ask multiple times)</i>
	What do you think are the key things that encourage a woman to deliver her baby in a health facility?	Is there anything else? Think about women's own behaviour and ideas, but also other people's influence, issues of resources, or issues with the services provided <i>(ask multiple times)</i>
3.	What do you think would motivate or enable a pregnant woman to deliver in a health facility?	Is there anything else? Think about women's own behaviour and ideas, but also other people's influence, issues of resources, or issues with the services provided <i>(ask multiple times)</i>
Antenatal care		
4.	What do you think are the key things that discourage a woman attending any ANC?	Is there anything else? Think about women's own behaviour and ideas, but also other people's influence, issues of resources, or issues with the services provided <i>(ask multiple times)</i>
5.	Why do you think some women attend only a few ANC?	Is there anything else? Think about women's own behaviour and ideas, but also other people's influence, issues of resources, or issues with the services provided <i>(ask multiple times)</i>

6.	For the women who attend all the recommended ANC, what do you think this is?	What are the factors that encourage or enable women to attend all ANC? Is there anything else? Think about women's own behaviour and ideas, but also other people's influence, issues of resources, or issues with the services provided ( <i>ask multiple times</i> )
7.	Is there any group of women that is more or less likely than others to attend ANC or deliver in a health facility? Why is that?	Think for example about women with disability, women of an ethnic minority, young girls, or others
<b>Health care workers trust communities (1) and perception of communities' trust in healthcare workers (2) (dimensions of trust: respect, competence, assurance of treatment when needed, willingness to accept drawbacks, loyalty,)</b>		
8.	How would you describe the health-seeking behaviour of community members? (1)	Is it the same for men and women? Is there anything else? ( <i>ask multiple times</i> )
9.	Do you feel respected by members of the community or not? (2)	<i>Probe for answers beyond yes or no</i> Please explain your answer Is it the same for men and women?
10.	Do you think that community members view the health facility as able to respond to their health needs or not? (2)	<i>Probe for answers beyond yes or no</i> Please explain your answer Is it the same for men and women?
11.	Do you believe that communities have a good understanding of when they should visit your health facility or not? (1)	<i>Probe for answers beyond yes or no</i> Please explain your answer Is it the same for men and women?
12.	Do you find that community members visit the health facility when they need to or not? (1&2)	<i>Probe for answers beyond yes or no</i> Please explain your answer Is it the same for men and women?
13.	Do you find that community members tell you everything you need to know to diagnose and treat them safely and appropriately or not? (1)	<i>Probe for answers beyond yes or no</i> Please explain your answer Is it the same for men and women?
14.	Do you think that community members feel able to share their concerns with you safely and confidentially or not? (2)	<i>Probe for answers beyond yes or no</i> Please explain your answer Is it the same for men and women?

15.	Do you find that community members listen to the advice that you give them or not? (1)	<p><i>Probe for answers beyond yes or no</i></p> <p>Please explain your answer</p> <p>Is it the same for men and women?</p>
16.	Do you find that people who visit the health facility tend to come back when they have another reason to attend or not?	<p><i>Probe for answers beyond yes or no</i></p> <p>Please explain your answer</p> <p>Is it the same for men and women?</p>
17.	Do you think that community members trust you to care for them or not? (2)	<p><i>Probe for answers beyond yes or no</i></p> <p>Please explain your answer</p> <p>Is it the same for men and women?</p>
18.	Do you think community members trust you more or less than other sources of care? (2)	<p>Do they trust you more or less than family members?</p> <p>Do they trust you more or less than traditional birth attendants?</p> <p><i>Probe for answers beyond yes or no</i></p> <p>Please explain your answer</p> <p>Is it the same for men and women?</p>
19.	Overall, do you think community members have a positive or negative perception of the health facility?	<p><i>Probe for answers beyond yes or no</i></p> <p>Please explain your answer</p> <p>Is it the same for men and women?</p>
<b>Blame-free environment</b>		
20.	What is the current process when there is an adverse event such as a maternal or perinatal death at the health facility?	
21.	What happens in the case of a healthcare worker making a mistake? Is this the same when it results in an adverse event?	
22.	In the case of an adverse event, do you feel supported by your colleagues and supervisors?	<p>How do your colleagues support you?</p> <p>How do your supervisors support you?</p>
23.	In the case of an adverse event such as a maternal or perinatal death at the health facility, how do you feel regarded by the community?	How does the community treat the healthcare worker / facility?

24.	In the case of a human error that results in an adverse event, do you feel supported by your colleagues and supervisors?	How do your colleagues support you? How do your supervisors support you?
25.	In the case of a human error that results in an adverse event, how do you feel regarded by the community?	How does the community treat the healthcare worker / facility? Do you feel blamed by the community?
26.	What are your feelings towards families that are late to bring women to the health facility when she is experiencing difficulties in labour?	
27.	How do you feel about those experiences when the delivery results in the death of either the mother or the baby?	
<b>Closing questions</b>		
28.	Is there any other information you feel is important to this subject that we have not covered?	
29.	Is there anything you have said that you wish to explain more or change?	

## Information sheet and Consent form

### **Project Background**

[input as required]

### **Purpose of the Exercise**

To commence this project, we are conducting this study to better understand the maternal health concerns and needs of women in this community, in particular, issues relating to death of women from causes associated with pregnancy and childbirth and use of maternal health services. Your answers will help provide information that will be used to work with you to plan how to improve maternal health services and use of maternal health services for antenatal care and delivery.

### **What are we asking you to do?**

If you choose to take part, you will be required to participate in a focus group discussion. The discussion will be in your chosen language and last approximately 60-90mins. The discussion will be on the situation of maternal mortality and utilization of antenatal and delivery services by women in the community and your perception of the maternal health services provided in the health facilities in your community. We are also interested to have your opinion on the relationship between the health workers and people in the community.

With your permission, we would like to record the results and discussion.



With your permission, we would like to use this information and discussion as part of our reporting and sharing of our work externally, e.g. on our website or in journal articles.

Your responses will not be attributed to you individually and no personally identifying information will be shared externally. We ask that you also respect this and refrain from sharing the views and experiences of your fellow participants outside of this session

**What will happen after the exercise?**

We will use the information you provide to work with our government partners to design and implement a project to better understand factors contributing to deaths of women due to pregnancy and childbirth and strengthen systems to improve reporting of maternal and perinatal deaths.

**Right of refusal**

You do not have to take part; taking part is entirely voluntary and you may withdraw at any time.

If you have a concern about any aspect of this study, you should ask to speak to the researchers who will do their best to answer your questions.

If you agree to take part, we will ask you to sign the consent form below and then begin the interview.

You can withdraw from the study at any time. Please inform the researcher and they will remove you from the study and destroy any information already collected from you.

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Respondent name: ..... Position: ..... Location: .....	
I have read this form/ or this form has been read to me. The interview has been explained to me and all my questions answered. I give my consent to participate. I understand that I will be provided with a signed copy of this form	Please say if you agree or disagree
I agree to the discussion being recorded and shared within the study team	Please say if you agree or disagree
I agree to the discussion being used in reports and publications, though my name will not be featured.	Please say if you agree or disagree
I consent to the team contacting me again in the future if they wish to discuss my responses in more detail.	Please say if you agree or disagree
Respondent signature:	
Date:	