

Interview Guides for Key HBR Users

In order to understand how each of the key home-based records (HBR) users, value this document, key informant interviews and/or focus group discussions should be conducted with each stakeholder group as part of a situational analysis. This data collection method will allow you to understand how HBRs are currently used while also creating buy-in from users who will be integral to successful uptake in the future. Sample questions which have been used in several countries are included here but should be adapted to your country's context.

Important individuals to interview include:

- Caregivers/parents (ideally those with children under 1 year of age)
- Community health workers (CHWS)/mobilizers/animators
- Frontline health workers (HWs)/vaccinators

Caregivers/Parents (ideally those with children under 1 year of age)

Background

1. How many children do you have? What are their ages?
2. Has your child received any immunizations? How many times? Where did you take him/her to be vaccinated?
3. How many times should a child receive vaccinations? How do you know this?

HBR Availability

4. Did you receive an HBR for each of your children? If so, when did you receive the HBR? (e.g. during antenatal care, at birth, or at first vaccination) If you did not receive an HBR, why not?
5. Have you ever heard of the health facility not having enough HBRs for every child? If they run out, what do health workers do (e.g. ask parent to return, ask parent to purchase exercise book, write immunizations on slip of paper)?
6. Was the HBR provided for free or did you need to purchase it? If purchased, how much? Are there any other associated costs when your child is immunized? Are the costs associated with immunization demotivating or challenging to pay?

Understanding of HBR

7. What have you heard about the HBR? Where did you learn this?
8. What are some of the uses of the HBR (e.g. record immunizations, proof of health services, school, travel, etc.)?
9. What information is included in the HBR? Have you read or looked at this information? If so, how have you used it?
10. Is your child fully immunized? If not, when is your child due for his/her next vaccination? How do you know? Is the return date listed in the HBR?

11. Have you ever been notified that your child was past due for a vaccine? How were you informed (i.e. CHW or health worker called, texted, or visited home)?
12. When do you use your HBR (i.e. when coming to a vaccination session)? Do you bring it every time you visit the health facility? Why do you bring it at these times?

HBR Retention

13. How long do you need to save your child's HBR (e.g. until s/he is 1 year old, starts school, forever)? Why do you think this?
14. Do you still have HBRs for each of your children? If not, at what age did you discard or lose them? If you do not have them, what happened to the HBRs? If you kept them, why did you keep it?
15. If you lost your child's HBR, would you be able to replace it?
16. We sometimes have heard that HBRs are easily torn or become dirty. Have you found it difficult to protect your child's HBR? Why or why not? Is there anything you do to protect it?

Community Health Worker/Mobilizer/Animator

Background

1. How long have you been a CHW? What is your role in supporting immunization services?

Understanding of HBR

2. What have you heard about the HBR? Where did you learn this?
3. What information is included on the HBR?
4. What are some of the uses of the HBR (e.g. record immunizations, proof of health services, school, travel, etc.)?

HBR Availability

5. When do children receive their HBRs in your community (e.g. during antenatal care, at birth, or at first vaccination)?
6. In your experience how do mothers usually use the HBR? When do they bring it to the health facility (e.g. when child is sick, due for vaccination, nutritional consultation)?
7. What happens when parents do not bring the HBR to the facility?
8. Have you ever heard of the health facility not having enough HBRs for every child? If they run out, what do health workers do (e.g. ask parent to return, ask parent to purchase exercise book, write immunizations on slip of paper)?

How CHWs Use HBRs

9. Do you ask to see HBR when you are interacting with parents? What sections do you look at? How do you use the information in the HBR?
10. What role do you think that CHWs have in increasing utilization, availability and retention of HBR? (e.g. discussion during community meetings, reviewing return dates when visiting homes, telling mothers why it is important)

HBR Retention

11. We have heard that many HBRs are torn or dirty. Do you think this true? If so, why do you think this happens?
12. What can a mother do to protect the HBR?
13. Do you think that most mothers keep their child's HBR once the child is fully vaccinated? Why or why not? What are the factors you think is hindering the retention?
14. What can be done to ensure that parents retain the HBR until the child is an adult?

Frontline Health Workers/Vaccinators

Background

1. What is your role in supporting immunization services? How long have you had this job?

Understanding of HBR

2. What have you heard about the HBR? Where did you learn this?
3. What are some of the uses of the HBR (e.g. record immunizations, proof of health services, school, travel, etc.)?

How HWs Use HBRs

4. As a health worker, how do you use the HBR?
5. When do children receive their HBRs in your health facility (e.g. during antenatal care, at birth, or at first vaccination)?
6. What do you do if a child comes to the health facility without an HBR (for vaccination or when child is sick)? Do you do something different depending on reason for visit?
7. If a parent has lost their child's HBR, what do you do? Does it depend on the age and vaccination status of the child?
8. Are there populations served by this health facility who move around frequently and visit multiple health facilities (esp. urban populations, nomadic)? How do you know which antigens to provide?

HBR Availability

9. Do you have enough HBRs in your health facility? How do you know? Do you use a bin card or ledger to track quantities of HBRs?
10. What do you do when stocks of HBRs run low or run out?
11. In the past 12 months, have you ever run out of HBRs? How long were you out of stock?

HBR Retention

12. We have heard that many HBRs are torn or dirty. Do you think this true? If so, why do you think this happens?
13. Can you think of any strategies to improve retention of HBRs?