

Note: The questions were discussed and agreed in English but the interviews were carried out in Khmer (Cambodian)

Positive delivery journeys for pregnant women in three rural ODs in Prey Veng

Question Guide for Women

Hello! My name is _____, a researcher from CDRI. We are currently undertaking a research project on the “positive journey for delivery of rural pregnant women” in partnership with the University of Leeds, UK. Our research wants to understand what helps women experience positive delivery of their babies within the Cambodian health system – and particularly what helps women to get to, and get home from, the health services they used to give birth. We also want to find out what more could be done in the future to help women experience positive deliveries”. We will communicate our findings to other academics and the government with the hope that it can improve services for women in the health system.

Your participation in this research is voluntary and will be kept confidential. You have the right to withdraw from this study anytime you wish without any consequences. The interview might take up to 2 hours of your time and we would like to tape and note down your answers. Do you have time for that? Would you allow us to tape and note down your response?

A. To be filled by interviewer before starting the interview:				
OD:.....		Questionnaire code:		
HC:.....		Interviewer:..... ..		
RH:.....		Date of interview:.....		
B. Background information:				
1.Name:.....2.Age:.....				
3. Current address: Village.....Commune:..... District:.....Tel:.....				
C. Types of delivery journey (circle the number)				
1)Home to Health Centre (direct) and back home				
2)Home to District Referral Hospital (direct) and back home				
3)Home to Provincial Referral Hospital (direct) and back home				
4)Home to Health Centre to District Referral Hospital and back home				
5) Home to Health Centre to District Referral Hospital to Provincial Referral Hospital and back home				
6) Home to Health Centre to District Referral Hospital to Provincial Referral Hospital to National Hospital and back home				
D. Information of children:				
No.	Name	Sex	Date of birth	Place of birth

		(1. M; 2. F)	(mm/yy)	(Enter code) 1). At home 2). Private clinic 3). Health centre 4). Referral hospital 5). Others (specify)
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3				
4				
5				
6				

E. Thinking about all the deliveries of your children, which one was the best or most positive journey for you – the best journey to deliver your baby?
(Note: if the woman did not have any best delivery experience, stop interviewing. If the journey which the woman likes the most was not to the public facility, stop the interview).
 (Write No. of child from B)

F. Revealing high point

1. Please tell me more about the best delivery journey that you just mentioned earlier.

- (Who, what, when, how, and why? What happened next? – probing questions leading from participant responses)
- How did you prepare for the journey?
- How did you arrive at the health facility? How did you leave the facility?
- Where and when did it happen?
- Who assisted with the journey? What did they do?
- How did you feel at that particular time? Why?
- How do you feel now about your best delivery experience?

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2. Why do you think the delivery journey that you told me was the best among all the delivery journeys that you had?

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G. Enablers

1. If compared this best/positive journey to other delivery journey that you had, what did **you** do that made it different/better than your other delivery journeys?

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2. If compared this best/positive journey to other delivery journeys that you had, what did **other people** (e.g. husband, motor-taxi drivers, relatives, neighbours, Village Health Support Group (VHSG), Traditional Birth Attendant (TBA), village chief, medical staff) do that made it different/better than your other journeys?

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H. Imagining new possibilities and designing the best future of delivery journeys

1. Thinking about your best journey for delivery that you just told me about, and thinking about future deliveries for you or for other women, what are the three best things you experienced you would want to or other women to experience in the future?

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2. You have told me about your best journey for delivery, now I want you to think about the future, imagine journey for delivery at its best, even better than now...how does the best delivery journey that you wish to see in the future look like? Describe it in detail as if you see it now – what is the experience for a pregnant woman.

(Who, what, when, how, and why? What happens next? – probing questions leading from participant responses)

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In order to realize the future best delivery journey that you just imagine, what do you think you and other people (e.g. husband, motor-taxi drivers, relatives, neighbours, VSHG, TBA, village chief, medical staff) should do?

(Who, what, when, how, and why? What happens next? – probing questions leading from participant responses)

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Positive journeys for delivery of rural women in three ODs in Prey Veng

Question Guide for Other Stakeholders

Hello! My name is _____, a researcher from CDRI. We are currently undertaking a research project on the “positive journey for delivery of rural women” in partnership with the University of Leeds, UK. Our research wants to understand what helps women experience positive delivery of their babies within the Cambodian health system – and particularly what helps women to get to, and get home from, the health services that they used to give birth. We also want to find out what more might be done in the future to help women experience positive deliveries”. Since you have been very important in helping women experience a positive delivery we would like to hear your best experience in assisting the delivery journeys of women. We will communicate our findings to other academics and the government with the hope that it can improve services for women in the health system.

Your participation in this research is voluntary and will be kept confidential. You have the right to withdraw from this study anytime you wish without any consequences. The interview might take up to 2 hours of your time and we would like to tape and note down your answers. Do you have time for that? Would you allow us to tape and note down your response?

A. To be filled by interviewer before starting the interview:		
OD:.....	Questionnaire code:	
HC:.....	Interviewer:.....	
RH:.....	Date of interview:.....	
B. Background information:		
1. Name:.....	2. Age:	3. Sex:
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4. Occupation:	5. Tel:	
6. Current address: Village:	Commune:	
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District:		

C. Revealing high point

3. Thinking about all the deliveries you have assisted, which one was the best or most positive women’s journey for you – the experience that you are most proud of in assisting women’s delivery journey (round trip from home to health facility). Please tell me about this experience for you and the woman (Who, what, when, how, and why? What happens next? – probing questions leading from participant responses)
- What, when, where, why, and how did it happen?
 - Who were involved in this experience? What, when, where, why, and how did they do?
 - How did you feel at that particular time? Why?
 - How do you feel now about your best experience of helping pregnant women?
 - What did women and other feel at that particular time? Please elaborate.

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4. Why do you think it is your best experience compared to others?

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D. Enablers

3. When thinking about this best experience, what did **you** do that made it different/better than your other experiences?

(Who, what, when, how, and why? What happened next? – probing questions leading from participant responses)
What, when, where, why, and how did it different/better?

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4. When thinking about best experience what did **other people** (e.g. pregnant women, husband, motor-taxi drivers, relatives, neighbours, Village Health Support Group (VHSG), Traditional Birth Attendant (TBA), village chief, medical staff) do that made it different/better than your other experiences?

(Who, what, when, how, and why? What happened next? – probing questions leading from participant responses)
Who were involved in this experience?
What, when, where, why, and how did they made it different/better?

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E. Imagining new possibilities and designing the best future of delivery journey

3. Thinking about your best experience in assisting delivery journey that you have just told me about, and thinking about women’s future delivery journey, what are the three best things in your experience you would want to experience in the future?

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4. You have told about your best experience in assisting delivery journey, now I want you to think about the future. Imagine a delivery journey at its best, even better than now...what does the best delivery journey that you could wish to see in the future look like?

(Who, what, when, how, and why? What happens next? – probing questions leading from participant responses)

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5. In order to realize the future best delivery journey that you just imagined, what do you think you and other people (e.g. husband, motor-taxi drivers, relatives, neighbours, VSHG, TBA, village chief, medical staff) should do?

(Who, what, when, how, and why? What happens next? – probing questions leading from participant responses)
Who should be involved to make this best future possible? What should they do, when, where, why, and how?

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Positive delivery journeys for pregnant rural women in three ODs in Prey Veng

Question Guide for Medical Staff and Healthcare Managers

Hello! My name is _____, a researcher from CDRI. We are currently undertaking a research project on the “positive journey for delivery of rural women” in partnership with the University of Leeds, UK. Our research wants to understand what helps women experience positive delivery of their babies within the Cambodian health system – and particularly what helps women to get to, and get home from, a public healthcare facility. We also want to find out what more might be done in the future to help women experience positive deliveries”. Since you are extremely important in contributing to a woman’s positive delivery experience, we would like to hear about your best experience in assisting the delivery journeys of women. We will communicate our findings to other academics and the government with the hope that it can improve services for women in the public health system.

Your participation in this research is voluntary and will be kept confidential. You have the right to withdraw from this study anytime you wish without any consequences. The interview might take up to 2 hours of your time and we would like to tape and note down your answers. Do you have time for that? Would you allow us to tape and note down your response?

C. To be filled by interviewer before starting the interview:		
OD:.....	Questionnaire code:	
HC:.....	Interviewer:.....	
RH:.....	Date of interview:.....	
D. Background information:		
1. Name:.....	2. Age:	3. Sex:
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4. Position:	5. Years in current position:	
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6. Tel:		

C. Revealing high point

- Thinking about all the deliveries you have assisted in your role, which one was the best or most positive for you. Please tell me about this experience as it happened for you.
 (Who, what, when, how, and why? What happens next? – probing questions leading from participant responses)
 What, when, where, why, and how did it happen?
 Who were involved in this experience? What, when, where, why, and how did they do?

How did you feel at that particular time? Why?
How do you feel now about your best experience of helping pregnant women?
What did women and other feel at that particular time? Please elaborate.

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6. Why do you think it is your best experience compared to other delivery journeys that you have contributed to?

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D. Enablers

5. When thinking about best experience what did **you** do that made it different/better than your other experiences?

(Who, what, when, how, and why? What happened next? – probing questions leading from participant responses
What, when, where, why, and how did it different/better?)

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6. When thinking about this best experience what did **other people** (e.g. women, husband, motor-taxi drivers, relatives, neighbours, Village Health Support Group (VHSG), Traditional Birth Attendant (TBA), village chief, other medical staff do that made it different/better than your other experiences?

(Who, what, when, how, and why? What happened next? – probing questions leading from participant responses.
Who were involved in this experience?)

What, when, where, why, and how did they made it different/better?)

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E. Imagining new possibilities and designing the best future of delivery journey

6. Thinking about your best experience in assisting delivery journey that you have just told me about, and thinking about future delivery journey, what are the three best things of your experience that you would want to experience in the future?

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7. You have told me about your best experience in assisting delivery journeys, now I want you to think about the future. Imagine a journey for delivery at its best, even better than now...how does the best delivery journey that you wish to see in the future look like?
(Who, what, when, how, and why? What happens next? – probing questions leading from participant responses)

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8. In order to realize the future best delivery journey that you just imagine, what do you think **you** and other people in the Cambodian Health System should do? And what should other people (e.g. husband, motor-taxi drivers, relatives, neighbours, VSHG, TBA, village chief, medical staff) do?
(Who, what, when, how, and why? What happens next? – probing questions leading from participant responses)

Who should be involved to make this best future possible? What should they do, when, where, why, and how?)

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