Semi-structured interview guide for health facility managers

English Version-3, 08 August 2021

Title of research study: Assessing the impact of attacks on healthcare on health workers in Afghanistan

© RIAH Consortium (2022)

This interview guide was produced by members of the RIAH consortium, led by Audrey Mahieu and in collaboration with Dr Sayed Jalal and Dr Sameem Munir. It has been pilot-tested, revised, and used to conduct interviews for a case study in Afghanistan in 2021. A Pashto version is available at https://riah.manchester.ac.uk/

It is the responsibility of researchers to ensure that proper standards of scholarship are followed, including obtaining approval from ethical review boards where applicable, and ensuring that informed consent has been given from participants involved in any research studies. Researchers should adhere to relevant data protection guidance and national/international legal frameworks.

How to use this guide:

This is the interview guide that we used in our research in Afghanistan to investigate attacks on healthcare, with a particular focus on health facilities, workers, protection, impact, resilience, and recommendations. The guide is aimed at health facility managers. You can adapt, modify or use parts or all of this guide in your own research or educational activities, depending on your audience and area of focus. To use the guide you must cite the original, as per the copyright guide below.

This interview guide is licensed as Open Access, Creative Commons (CC BY-NC), meaning that users are permitted to use, reproduce, or disseminate this interview guide, provided that the RIAH Consortium is attributed as the original creator and that the reuse is restricted to non-commercial purposes i.e. research or educational use.

Suggested citation/attribution: Researching the Impact of Violence Against Healthcare (RIAH) Consortium (2022). Attacks against healthcare: Semi-structured interview guide for health facility managers. March 2022. Manchester and Geneva: RIAH Project.

I. Interviewer Information

Question and Probes		Response Options/Prompts	Notes
1	Interview code *Note that this information should be stored separately to protect interviewee confidentiality		
2	Name of interviewer	Name or ID:	
3	Type of interview	☐ Face-to-face ☐ By phone ☐ Other: _____	
4	Date of interview	____/____/_____ (DD/MM/YYYY)	
5	Location of interview	Province: _____ District: _____ Town: _____ Location of the interview: _____ (precise: office/home/public area/health facility/other)	
6	Type of health facility	☐ Regional hospital ☐ Provincial hospital ☐ District hospital ☐ Comprehensive Health Centre ☐ Mobile health team ☐ Basic Health Centre ☐ Sub Health Centre ☐ Other: _____	
7	Code of health facility		If this is a mobile health team, indicate

© RIAH Consortium (2022)

			the code of the health facility to which it is attached
8	Name of the contracted NGO (BPHS implementer)?		
9	Consent	☐ Informed consent documented No → DO NOT PROCEED	
10	Interview Language	☐ Dari ☐ Pashto ☐ Other: _____	
11	Data Recording	☐ Audio ☐ Handwritten notes ☐ Other: _____	
12	Starting time of interview	____ hours _____ minutes	

II. Socio-Demographic Information

III. Note that you should store socio-demographic information (particularly identifying personal data) separately from interview notes to ensure interviewee confidentiality.

Question and probes		Response Options/Prompts	Notes
13	What is your name?		
14	What is your mobile phone number?		We collect this information so that we can contact the interviewee if we need clarifications after the interview

© RIAH Consortium (2022)

15	What is your e-mail address?		We collect this information so that we can share final results of the study with the interviewee
16	Gender of interviewee?	☐ Male ☐ Female	
17	How old are you?	_____ Years ☐ Don't know (estimate: _ _ _ _ _ _ years)	[If interviewee doesn't know, use the list of historic events to estimate the age]
18	What is your marital status?	☐ Single, never married ☐ Engaged ☐ Married ☐ Separated or divorced ☐ Widowed	
19	Are you the main source of revenue in your household?	☐ Yes ☐ No	
20	How many members are there in your household?	How many? _____ Among them: ☐ _____ children under 18	
21	What is your highest diploma or qualification?	☐ Specialist doctor, specify: _____ ☐ General doctor ☐ Community midwife ☐ Midwife ☐ Community Health Nurse ☐ Nurse ☐ Laboratory technician ☐ Pharmacist ☐ High School graduate ☐ Other, specify: _____	

© RIAH Consortium (2022)

22	What is your position at health facility?	☐ Health facility manager ☐ Other, specify: _____	If the interviewee is not the acting facility manager, go directly to Q24
23	How long have you been working as the health facility manager of this facility?	____ Years ___ Months Or Since _____ /_____ (Month / Year)	[Participant can provide the number of years and months **OR** the date he/she started]
24	How long have you been working in this health facility?	____ Years ___ Months Or Since ___ / _____ (Month / Year)	Ask if the health facility manager worked in another position in this facility before becoming health facility manager
25	How many years have you been working in the health sector?	____ Years ___ Months	Number of years of experience working in the health sector
26	What type of contract do you have?	☐ Civil servant ☐ Contracted staff by BPHS implementer	
27	How long have you been working in this geographical area?	☐ Forever, I was born here ☐ I was born here, left and came back ☐ Since _____ years	[If the participant is from this geographical area, go directly to Q29]
28	What is the main reason for working here?	☐ I was assigned there after graduating ☐ I followed my husband/wife ☐ Other: (specify) _____ _____	
29	Do you work here full-time?	☐ Yes ☐ No If No, specify: _____	If No, specify half-time, 4 days a week,

© RIAH Consortium (2022)

			etc.
30	Do you work in another place as well? *Prompt: Do you offer private consultation? Do you have another job? Do you have any other professional activity?*	☐ No ☐ Yes, specify: _____	

IV. Health facility Information (start recording)

Question and probes		Response Options/Prompts	Notes
31	Interview code	_ _ _ _ _ _	Spell out the interview code
32	What services does your health facility provide?		Let the participant respond and probe if needed using the list of health services provided at health facility.
33	How many personnel does your health facility employ? Please specify their function.	Total: _____ Among them: _____ Specialist doctor(s), specify: _____ _____General doctor _____Nurse _____ Community Health Nurse _____ Assistant nurse _____ Midwives _____ Community midwife _____ Physiotherapist _____ Community health supervisor _____ Psychosocial counsellor _____ Vaccinator _____ Physiotherapist	Ensure that the health facility manager includes himself in the total number. Ensure that the interviewer mentions only one task per person. (e.g. if the guard is also the cleaner, only indicate the guard)

© RIAH Consortium (2022)

		_____ Pharmacist technician _____ Laboratory technician _____ Dental technician _____ X-ray technician _____ Guard _____ Cleaner _____ Ambulance driver _____ Administrative officer _____ Health facility Manager Others: _____ _____	
34	Total population in the catchment area of the health facility	Total: _____ Among them: _____ female _____ male	If the health facility manager hesitates, invite him/her to look at the Catchment Area Annual Census aggregated report (CAAC – AR)
35	Total number of households in the catchment area of the health facility	_____ households	
36	Number of children under 5 years old in the catchment area of the health facility	Total: _____ Among them: _____ girls _____ boys	
37	Number of children less than 12 months	Total: _____ Among them: _____ girls _____ boys	
38	Number of children aged 12 – 23 months	Total: _____ Among them: _____ girls _____ boys	
39	Number of married women aged 15-49	_____ women	

© RIAH Consortium (2022)

	years		
40	What is the most common transport means that patients use to reach your health facility?	Probe if needed: - *Walk* - *Bicycle* - *Rickshaw* - *Tractor* - *Bus* - *Taxi* - *Private vehicle (motorbike)* - *Private vehicle (car)*	Open question
41	What is the name of your referral facilities?		Where do you refer patients? There might be more than one referral facility
42	How long does it take to reach it? By which mean of transport?		Precise the duration by which mean of transport

V. Health workers' perception on their safety

Question and probes		Response Options/Prompts /	Notes
43	Could you tell me what you know about the protection of healthcare in armed conflict by International Humanitarian Law?		If no idea, go directly to Q45
44	Where and how did you get this information?		
45	As a healthcare worker, do you feel safe and protected?	Probe if needed: -To which degree? Not at all? A little?	Open question

© RIAH Consortium (2022)

		Somewhat? Very much so?	
46	Could you elaborate and explain why?		
47	How do you balance your own safety with your job responsibilities?		
48	Does the fact of you being a healthcare worker affect the safety of your family?	Probe if needed: -To which degree? Not at all? A little? Somewhat? Very much so?	If Not at all, go to Q49 If it affects, go to Q50
49	Could you explain why it doesn't affect the safety of your family?		Go directly to Q52
50	How does it affect the safety of your family?		
51	How do you balance the safety of your family and loved ones with your job responsibilities?		

VI. General questions on protective measures and contingency plans to prevent attacks on healthcare and mitigate their impacts

Now I would like to know about measures that are in place in your health facility to prevent attacks on healthcare and mitigate their impacts on healthcare workers and the delivery of healthcare services. By attacks on healthcare, we mean any violent incident affecting or targeting medical personnel, patients, healthcare facilities or medical transport, and that interferes with the access, availability, or delivery of healthcare services.			
52	Have you ever received any training on how to	☐ Yes ☐ No	If No, go directly to Q56

© RIAH Consortium (2022)

	protect yourself, your team and your patients against attacks on healthcare or on how to act in case of attacks on healthcare?		
53	What type of training, who provided it and when did you receive it?	Date: ____ / _____ (MM/YYYY)	Ask if Q52=Yes
54	What was the content of the training about?		
55	Did you receive any refresher training since then? When?	☐ Yes ☐ No Date: ___ / ____ (MM / YYYY) OR Every _____ years	
56	Does your health facility have contingency plans or protocols in case of attacks on healthcare?	☐ Yes ☐ No	If No, go directly to Q58.
57	What are the key actions included in these contingency plans or protocols?		
58	What are the key actions that your team has taken to prevent the occurrence of attacks on healthcare?		Differentiate prevention from mitigation (Prevention = to avoid the occurrence of attacks)

© RIAH Consortium (2022)

59	What measures has your team put in place to mitigate the effects of an attack?		Differentiate prevention from mitigation (Mitigation = to reduce the impact of attacks when they occur)
60	Have you been supported by the District Health Office, Ministry of Health or implementing partners, or any other actor, to implement protective measures or elaborate contingency plans?	☐ Yes ☐ No	
61	Are there any mechanisms in place to report attacks on healthcare?	☐ Yes ☐ No	If No, go to Q67
62	What are these mechanisms?		
63	Have you ever used these mechanisms to report an attack on healthcare?	☐ Yes ☐ No	If Yes, go directly to Q65
64	If no, why not?		Ask if Q63=No Then, go directly to Q66
65	Did you receive any feedback after reporting the attack?	☐ Yes ☐ No	If No, go directly to Q67
66	What type of feedback did you		Ask if Q65=Yes

© RIAH Consortium (2022)

	receive? How helpful was it?		
67	What type of support has been provided to healthcare workers in your facility who experienced attacks on healthcare?		

VII. Impact of attacks on healthcare on healthcare workers

Now, I would like to know if you have been exposed to attacks on healthcare and how your personal life and professional life have been affected by these attacks. As a reminder, by attacks on healthcare, we mean any violent incident affecting or targeting medical personnel, patients, healthcare facilities or medical transport, and that interferes with the access, availability, or delivery of healthcare services.			
68	Since [date/year], have you experienced any attack on healthcare? *Prompt:* *- Have you ever experienced verbal or physical violence, or threat at work?* *- Have you ever been threatened and forced to act against your medical ethics?* *- Have you ever been abducted?* *- Have you ever been injured in an attack?*	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	[Since the perception of what an attack on healthcare can vary from one individual to another, it is important to prompt the different questions and that the interviewee responds Yes/No for each of them]

	- Have you ever heard about any of your colleague experiencing an attack?		
69	Since [date/year], has your health facility experienced any attack on healthcare? *Prompt:* *- Has your health facility ever been looted or equipment and drugs stolen by armed individuals or civilians?* *- Has your health facility ever been damaged by violence, fighting, looting, or protests?* *- Has your health facility ever been forcibly entered and patients or medical personnel searched violently?* *- Has your health facility ever been occupied or taken over by militaries or an armed group?* *- Has your health facility ever been*	☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No ☐ Yes ☐ No	[Since the perception of what an attack on healthcare can vary from one individual to another, it is important to prompt the different questions and that the interviewee responds Yes/No for each of them]

	closed by order of an armed group? *- Has your ambulance ever been hijacked, violently searched or been denied access?* *- Have you ever been unable to access patients because of fighting or insecurity?*	☐ Yes ☐ No ☐ Yes ☐ No	
70	We will start with the attack that affected you the most. Could you briefly describe what happened? *Note: do not ask any question on the perpetrators*		If the interviewee has not experienced any attack, go directly to Q103
71	Still focusing on this incident, to what degree have you been exposed: Prompt: *- You have been directly subject to violence* *- You have witnessed what happened, but you were not directly subject to violence* *- You were not present, but you*		[Multiple answers possible]. If participant already clearly provides an answer to this question in Q70, do not ask

© RIAH Consortium (2022)

	have learned about an attack on healthcare that affected colleagues - You have indirectly been exposed as you care and treat people who have been injured by an attack on healthcare		
72	Do you remember the exact date of this incident?	_____ Day _____ Month _____ Year Estimate: _ _ / _ _ / _ _ _ _ (DD / MM / YYYY)	Ask if interviewee doesn't already provide the exact date in Q70 Try to get the most exact date, using the calendar of events if necessary
73	Where did it happened exactly?	Probe, if needed: ☐ At the health facility, specify: ____ ☐ On the way to work/home, specify: _____ ☐ During outreach activities, specify: _____ ☐ Other: _____	Ask if participant doesn't specify the exact location in Q70
74	Were you injured during this attack?	☐ Yes ☐ No	Ask if relevant
75	Did you get any physical impairment following this attack?	☐ No ☐ Yes, specify: _____	Ask if relevant
76	How did you feel after this violent incident?		

	Modulate according to Q71: - How did you feel after witnessing this violent incident? - How did you feel after learning that your colleagues have been affected by this attack?		
77	Were you able to tell someone about this violent incident?	☐ Yes ☐ No	If Yes, go directly to Q79
78	Would you mind telling me why you could not tell anyone about this incident?		Go directly to Q81
79	To whom were you able to tell and discuss about this incident?	Probe, if needed: ☐ To my family members ☐ To my friends ☐ To my colleagues ☐ To my hierarchy ☐ With the community ☐ Others, specify: _____	Ask if Q77=Yes
80	How did people with whom you discuss the incident react?		If the participant discusses it with different people, inquire the different reactions.
81	Did you or anyone formally report the incident?	☐ Yes ☐ No	If No go directly to Q83
82	Could you tell me who formally reported it, to whom and by which means?		Ask if Q81=Yes

© RIAH Consortium (2022)

83	Would you mind telling me why this incident was not formally reported? *Prompts:* *Is it due to the absence of reporting mechanisms? Was it because of fear of reprisals? Was it because this incident was considered as a minor incident? Was it because this type of incident happens regularly and has become the norm?*		Ask if Q81=No
84	Could you tell me how this incident has affected your everyday life? *Prompt:* *- your personal life, your family life* *- your interactions with other persons: has the quality of the relationships between you and your relatives been impacted?* *- your behaviour: have you lost interest in things*		For each major impact, inquire how it has evolved over time, and if the participant is still experiencing it

	that you used to like doing? Do you avoid thoughts, places, people or conversations associated with the incident? Have you become more irritable? *- your mental and emotional wellbeing: have you experienced nightmares, flashbacks, or psychological distress? Have you been feeling worried?* *- your financial situation* For each major impact, inquire how it has evolved **over time**, and if the participant is still experiencing it		
85	Could you tell me how this violent incident has affected your professional life? *Prompt:* *- interactions with your colleagues: what has been the effect on the*		Note that some effects can be positive (e.g. stronger relationships with colleagues) // For each major impact, inquire how it has evolved over time, and if the participant is still experiencing it

© RIAH Consortium (2022)

	relationships between you and your colleagues? *- interactions with your hierarchy: what has been the effect on your relationships with your hierarchy?* *- interactions with your patients: has the quality of relationships between you and your patients changed?* *- How has your medical practice been impacted?* *- How has your motivation at work been impacted?* *- How has your capacity to work been impacted? Have you noticed any change in your capacity to focus or learn new things?* *- How has your workload been impacted?* For each major impact, inquire how it has evolved **over time**, and if the participant is still experiencing it		

86	How have you been supported following this violent incident? What type of support did you receive? *Prompt: what type of support did you receive from your family, from the community, from your colleagues and hierarchy? Have you been offered psychological support?*		If Q77=No do not insist on this question
87	Today, how often are you talking about this violent incident?	Probe, if needed: ☐ Never ☐ Rarely ☐ Occasionally ☐ Often ☐ Most of the time	Open question
88	Today, how often are you thinking about this violent incident?	Probe, if needed: ☐ Never ☐ Rarely ☐ Occasionally ☐ Often ☐ Most of the time	Open question
89	What has helped you cope with this attack?		
90	Could you describe what immediate effect has this incident had on the access, availability, utilisation or		List of services: - Health education - Immunisation - Antenatal care - Deliveries - Postnatal care

	delivery of healthcare services? Prompt: *- Did your health facility close following this violent incident? For how long? Where did patients seek care while the health facility was closed? How far is the nearest facility where patients sought care? Did you organise any alternative way of delivering care while the facility was closed? How did you do with hospitalised patients?* *- Has the delivery of services been interrupted following this violent incident? Which services? For how long? Have the patients been able to access these services anywhere else? How has it impacted patients requiring follow-up such as tuberculosis*		- Newborn care - Family planning - Nutrition - Treatment of severe malnutrition - TB cases detection, referral and follow-up - Mental health services - Physical rehabilitation services - Blood transfusion / blood bank - Outreach activities - Outpatient consultations - Inpatient care

© RIAH Consortium (2022)

	patients? How has it impacted patients with chronic diseases? *- Has the stock of drugs or medical supplies been destroyed, damaged or stolen during this incident? To what extent? What consequences has the loss of drugs had on treating patients? How long have the loss of drugs disturbed the provision of care?* *- Have any medical equipment been destroyed, damaged or stolen during the incident? Which equipment? What have been the consequences on treating patients? How long have the destruction, damage or theft of equipment disturbed the provision of care?* *- Have any medical personnel been*		

© RIAH Consortium (2022)

	away from work following this incident? How many and which positions? Which services did they provide? How long have they been away from work? What was the consequence on the provision of health services? How did you organise to palliate to their absence? What have been the consequences on other personnel? Any consequence on the workload? Any task shifting? Have the personnel had to perform tasks for which they were not trained or qualified? *- Have the monitoring and supervision of activities been affected following this incident?* *- Have the attendance of the health facility changed following*		

	this incident? How has it changed? How long have you observed this change? Has this change been observed for all services? Are there any service that have been particularly more affected by this change in attendance? *- Have you observed any immediate effect on the health outcome of the population that your health facility serves?*		
91	According to you, what longer-term effect has this incident had on the access, availability, utilisation or delivery of healthcare services? Prompt: *- Has it affected in the long-term the trust of the population in health services and their utilisation?*		

© RIAH Consortium (2022)

	- Has it affected in the long-term the capacity of providing care at the health facility? *- Has it changed in the long-term the way of delivering healthcare?* *- Have you observed any long-term change in the coverage rate of routine services that could be a consequence of this incident? Which services? Immunisation? Antenatal care? In-facility deliveries? Postnatal care? Family Planning? TB or HIV services? Outpatient consultations? Inpatient admissions? How do you link this change in coverage rate to the incident that you described?* *- Have you observed any resurgence of vaccine-preventable*		

	diseases that could be a consequence of this violent incident? How do you link this resurgence to the incident that you described? *- Have you observed any increase in morbidity that could be a consequence of this incident? Which condition or disease? How do you link this change in morbidity to the incident that you described?* *- Have you observed any change in mortality that could be a consequence of this incident? How do you link this change in mortality to the incident that you described?*		
92	Following this violent incident, is there any other factor or event, unrelated to attacks		

© RIAH Consortium (2022)

	on healthcare, that may have affected the access, availability, utilisation or delivery of health services? Prompt: *Such as national stock out of essential drugs or vaccines, or displacement of population.*		

VIII. Protective and mitigation measures

93	In your opinion, what protective measures contributed to reduce the impact of the attack, and how did they?		
94	Following this violent incident, have any new measures been put in place to prevent this type of incident or to mitigate its impact on healthcare workers or the delivery of healthcare? *Prompt:* *Any new protection measures? Any*	☐ Yes ☐ No	If answer is NO, go directly to Q96

© RIAH Consortium (2022)

	change in the way of transporting or stocking drugs? Any change in the way of working? Any additional support services for healthcare workers experiencing attacks?		
95	Could you list the new measures that have been implemented following the attack?	1._____ 2._____ 3._____ Etc.	
96	What (other) measures would you like to see put in place to better prevent this type of incident or better mitigate the impacts on healthcare workers or the delivery of healthcare?		

VIII. Other attacks

97	Now, I would like you to think about the different incidents of violence that you mentioned at the beginning. Taking (mention the first incident on the list		Do not ask if the interviewee only mention one attack in Q68/Q69 and go directly to Q103.

© RIAH Consortium (2022)

	Q68/Q69), could you briefly describe what happened?		
98	Do you remember the exact date of this incident?	_____ Day _____ Month _____ Year Estimate: _ _ / _ _ / _ _ _ _ (DD / MM / YYYY)	Ask if interviewee doesn't specify the exact date in Q97 Try to get the most exact date, using the calendar of events if necessary
99	Where did it happen exactly?	Probe, if needed: ☐ At the health facility, specify: ____ ☐ On the way to work/home, specify: _____ ☐ During outreach activities, specify: _____ ☐ Other: _____	Ask if participant doesn't specify the exact location in Q97
100	Could you describe what immediate effect has this incident had on the access, availability, utilisation or delivery of healthcare services? Prompt: - *Did your health facility close following this violent incident? For how long? Where did patients seek care while the health facility was closed? How far is the nearest facility where patients sought care? Did*		

© RIAH Consortium (2022)

	you organise any alternative way of delivering care while the facility was closed? How did you do with hospitalised patients? *- Has the delivery of services been interrupted following this violent incident? Which services? For how long? Have the patients been able to access these services anywhere else? How has it impacted patients requiring follow-up such as tuberculosis patients? How has it impacted patients with chronic diseases?* *- Has the stock of drugs or medical supplies been destroyed, damaged or stolen during this incident? To what extent? What consequences has the loss of drugs had on treating patients?*		

© RIAH Consortium (2022)

	How long have the loss of drugs disturbed the provision of care? *- Has any medical equipment been destroyed, managed or stolen during the incident? Which equipment? What have been the consequences on treating patients? How long has the destruction, damage or theft of equipment disturbed the provision of care?* *- Have any medical personnel been away from work following this incident? How many and which positions? Which services did they provid? How long have they been away from work? What was the consequence on the provision of health services? How did you organise to palliate to their absence?*		

© RIAH Consortium (2022)

	What have been the consequences on other personnel? Any consequence on the workload? Any task shifting? Have the personnel had to perform tasks for which they were not trained or qualified? *- Have monitoring and supervision activities been affected following this incident?* *- Has the attendance of the health facility changed following this incident? How has it changed? How long have you observed this change? Has this change been observed for all services? Are there any services that have been particularly more affected by this change in attendance?* *- Have you observed any*		

	immediate effect on the health outcome of the population that your health facility serves?		
101	According to you, what longer-term effect has this incident had on the access, availability, utilisation or delivery of healthcare services? Prompt: *- Has it affected in the long-term the trust of the population in health services and their utilisation?* *- Has it affected in the long-term the capacity of providing care at the health facility?* *- Has it changed in the long-term the way of delivering healthcare?* *- Have you observed any long-term change in the coverage rate of routine services that could be a*		

© RIAH Consortium (2022)

	consequence of this incident? Which services? Immunisation? Antenatal care? In-facility deliveries? Postnatal care? Family Planning? TB or HIV services? Outpatient consultations? Inpatient admissions? How do you link this change in coverage rate to the incident that you described? *- Have you observed any resurgence of vaccine-preventable diseases that could be a consequence of this violent incident? How do you link this resurgence to the incident that you described?* *- Have you observed any increase in morbidity that could be a consequence of this incident? Which condition or*		

	disease? How do you link this change in morbidity to the incident that you described? *- Have you observed any change in mortality that could be a consequence of this incident? How do you link this change in mortality to the incident that you described?*		
102	Following this violent incident, is there any other factor or event, unrelated to attacks on healthcare, that may have affected the access, availability, utilisation or delivery of health services? Prompt: *Such as national stock out of essential drugs or vaccines, or displacement of population.*		
Ask questions 97 to 102 for all attacks listed on Q68/69 – Do not ask again for the attack that affected the most (Q70 to Q96)			

© RIAH Consortium (2022)

IX. Focus on the impact of specific types of attacks on healthcare

103	I would like to ask you about a specific type of incident. Have you ever been threatened or forcibly seized to treat combatants or patients in an area held by an armed group, outside from your health facility?	☐ Yes ☐ No	Do not ask this question if the attack that affected the most the interviewee (Q70) is this type of attack. He/She already answered from Q70 to Q96. In this case, only ask Q105 & Q106 and go directly to Q123 If answer is NO, go directly to Q123.
104	Could you briefly describe what happened? Note: do not ask any question on the perpetrators.		Ask if Q103=Yes or if interviewee listed this type of incident in Q69. If Q103=No, go directly to Q123.
105	How many times did it happen since [date/year]?	_____ times ☐ I can't remember exactly, it happens regularly	
106	When did it happen and how long were you away?	1st time: When: _____ (MM/YYYY) _____ days _____ hours 2nd time: When: _____ (MM/YYYY) _____ days _____ hours 3rd time:	If this happens more than once, indicate the time he/she was retained each time

© RIAH Consortium (2022)

		When: _____ (MM/YYYY) _____ days _____ hours If the respondent doesn't remember the duration for each time, ask the average time that she/he was usually retained: _____ days _____ hours	
107	How did the armed individuals treat you?		
108	Were you injured?	☐ Yes ☐ No	
109	Did you get any physical impairment resulting from this?	☐ No ☐ Yes, specify: _____	
110	Were you able to tell someone about this incident?	☐ Yes ☐ No	If Yes, go directly to Q112
111	Would you mind telling me why you could not tell anyone about this incident?		Go directly to Q114
112	To whom were you able to tell and discuss about this incident?	Probe, <u>if needed</u>: ☐ To my family members ☐ To my friends ☐ To my colleagues ☐ To my hierarchy ☐ With the community ☐ Others, specify: _____	Ask if Q110=Yes
113	How did people with whom you discuss the incident react?		If the participant discusses it with different people, inquire the different reactions.

© RIAH Consortium (2022)

114	Did you or anyone formally report the incident?	☐ Yes ☐ No	If NO, go directly to Q116
115	Could you tell me who formally reported it, to whom and by which means?		Ask if Q114= Yes Then, go directly to Q117
116	Would you mind telling me why this incident was not formally reported? *Prompt:* *Is it due to the absence of reporting mechanisms? Was it because of fear of reprisals? Was it because this incident was considered as a minor incident? Was it because this type of incident happens regularly and has become the norm?*		Ask if Q114= No
117	What impact has this (these) incident(s) had on your everyday life? *Prompt:* *- Repercussions on your family and relatives?*		

© RIAH Consortium (2022)

	- Impact on your relationships with your family or the community? *- Impact on your mental and emotional wellbeing: have you experienced nightmares, flashbacks, or psychological distress? Have you been feeling worried?* For each major impact, inquire how it has evolved **over time**, and if the participant is still experiencing it		
118	What impact has this (these) incident(s) had on your professional life? *Prompt:* *- Repercussions on your relationships with you colleague or hierarchy?* *- Repercussions on your relationships with your patients?* *- Repercussions on your capacity to work? Do you*		

	experience any trouble to focus or learn new things? - How has your motivation at been impacted? For each major impact, inquire how it has evolved **over time**, and if the participant is still experiencing it		
119	How have you been supported following this incident? What type of support did you receive? *Prompt: what type of support did you receive from your family, from the community, from your colleagues and hierarchy? Have you been offered psychosocial support?*		
120	Today, how often are you talking about this incident?	Probe, if needed: □ Never □ Rarely □ Occasionally □ Often □ Most of the time	Open question
121	Today, how often are you thinking about this incident?	Probe, if needed: □ Never □ Rarely	Open question

© RIAH Consortium (2022)

		☐ Occasionally ☐ Often ☐ Most of the time	
122	What has been the impact of you being away on other healthcare workers and the provision of healthcare services?		
123	Now, I would like to know more about the impact of closure of health facilities due to armed conflict. Has your health facility ever closed since [date/year]?	☐ Yes ☐ No	If answer is No, go directly to Q133
124	How many times your health facility has closed since [date/year]?	_____ times	
125	Do you remember the date(s) when your health facility closed?	1st time: From ____ / ____ / _____ To _____ / _____ / _____ 2nd time: From ____ / ____ / _____ To _____ / _____ / _____ 3rd time: From ____ / ____ / _____ To _____ / _____ / _____	DD/MM/YYYY
126	1st time: For which reason did your health facility close?	Probe, <u>if needed:</u> - As a prevention measure, because of surrounding fights? - Because of explosive devices in the vicinity of the health facility? - By order of an armed group?	Open question

© RIAH Consortium (2022)

		- Because the health facility was directly attacked? - Because the health facility suffered damages due to fights in the vicinity?	
127	How was the decision to close the health facility made? *Prompt:* *Who was involved in making the decision? What triggered the closure of the facility? On what basis was this decision made?*		If the facility was closed as a prevention measure, ensure that you capture the criteria/threshold on which the decision was made
128	What actions were taken to re-open the health facility?		
Repeat questions 126 to 128 for each closure of health facility listed in Q125.			
129	Where did the population access healthcare while the health facility was closed? *Prompt:* *- Did population have still access to healthcare?* *- Did the population access to a neighbouring facility? How far was this neighbouring facility?*		Response can be different for the different occurrences of closure. In this case, distinguish the response for each occurrence of closure.

© RIAH Consortium (2022)

	- Did healthcare workers provide private consultations?		
130	What effect did the (repetitive) closure of the health facility have on yourself? *Prompt:* *Were you displaced to work to a neighbouring facility? Did you visit patients privately? Has not being able to practice and providing care impacted your motivation, mental health, medical capacity, or financial situation? Did it affect your relationship with the community and the patients?*		
131	Could you describe what immediate effect have the (repetitive) closure of the health facility had on the access, availability, utilisation or delivery of healthcare services? Prompt:		

	- Has the closure of the health facility affected the attendance of the health facility when it reopened? How has it changed? How long have you observed this change? Has this change been observed for all services? Are there any service that have been particularly more affected by this change in attendance? *- Have you observed any immediate effect on the health outcome of the population that your health facility serves?* *- Has the closure of the facility affected the monitoring and supervision of activities at lower level, for example the monitoring and supervision of Community Health Workers?*		

132	According to you, what longer-term effect has the closure of health facility had on the access, availability, utilisation or delivery of healthcare services? Prompt: *- Has it affected in the long-term the trust of the population in health services?* *- Have you observed any long-term change in the coverage rate of routine services that could be a consequence of the closure of the health facility? Which services? Immunisation? Antenatal care? In-facility deliveries? Postnatal care? Family Planning? TB or HIV services? Outpatient consultations? Inpatient admissions? How do you link this change in coverage*		

© RIAH Consortium (2022)

	rate to the closure of the health facility? *- Have you observed any resurgence of vaccine-preventable diseases that could be a consequence of the closure of the health facility? How do you link this resurgence to the closure of the health facility?* *- Have you observed any increase in morbidity that could be a consequence of the closure of the health facility? Which condition or disease? How do you link this change in morbidity to the closure of your health facility?* *- Have you observed any change in mortality that could be a consequence of the closure of your health facility? How*		

© RIAH Consortium (2022)

	do you link this change in mortality to the closure of your health facility?		

X. Resilience to attacks on healthcare and retention of healthcare workers

Now, I would like to know more about your resilience to attacks on healthcare and where you find the strength to carry on your duty.			
133	Could you tell me what attracted you to become a healthcare worker and health facility manager?		
134	Today, could you tell me what is the main satisfaction that you get from your job?		
135	How has the violence or the threat of violence impacted your ability to perform your job?		
136	As a woman/man are there any type of attack on healthcare that you face in particular?		'As a women' if the interviewee is a female 'As a man' if the interviewee is a male
137	As a woman/man how differently attacks on healthcare impact you?		'As a women' if the interviewee is a female 'As a man' if the interviewee is a male
138	Have you ever thought about	☐ Yes ☐ No	

© RIAH Consortium (2022)

	leaving your position?		
139	Have you ever thought about asking to be relocated?	☐ Yes ☐ No	
140	Would you mind telling me the main reasons that led you thinking about leaving your position or relocating?		Ask if Q138=Yes or Q139=Yes If Q138=Yes ask about 'leaving your job' If Q139=Yes, ask about 'relocating' If both Q138 and Q139=Yes, ask about 'leaving your position or relocating'
141	What prevents you from leaving your position or relocating?		Ask if Q138=Yes or Q138=Yes If Q139=Yes, ask about 'relocating' If both Q138 and Q139=Yes, ask about 'leaving your position or relocating'
142	What is your main motivation to carry on your job today?		
143	In your health facility, how many medical or paramedical personnel have left since [date/year]?		If answer is None, go to Q147.
144	For each medical or paramedical personnel who left, what do you think	1._____ 2._____ 3._____	Make sure that the interviewee specifies the position of the personnel who left

© RIAH Consortium (2022)

	was their main reason for leaving?		
145	Could you explain what difficulty you encounter to replace them?		Ask if Q143= at least one
146	How did you recruit the new comers?		Ask if Q143= at least one Yes
147	What measures would you recommend to better attract and retain health personnel in conflict area?		

XI. Recommendations on how to prevent attacks on healthcare and mitigate their impacts (wrap up)

148	In your opinion, what protection measures have been effective to improve the security of healthcare workers?		
149	In general, what additional measures would you like to see put in place to improve the security of healthcare workers?		
150	In your opinion, what supportive measures have been effective to help healthcare workers cope with		

© RIAH Consortium (2022)

	the threat of violence or the exposure to attacks on healthcare?		
151	What additional measures would you like to see put in place to support healthcare workers who experience attacks on healthcare?		
152	In your opinion, what mitigation strategies or measures have worked well to reduce the impacts of attacks on healthcare on the access, availability, utilisation or delivery of healthcare?		
153	What additional strategies or measures would you like see put in place to reduce the impact of attacks on the access, availability, utilisation or delivery of healthcare?		

XII. Conclusion

Question	Response Options/Prompts	Notes

© RIAH Consortium (2022)

Would you know a healthcare worker who has experienced attacks on healthcare, whom we could interview?	☐ Yes ☐ No If Yes: "Thanks, I will ask you his/her name and contact details once the recorder is switched off".	
Is there anything else you would like to say or you feel we should know?	☐ Yes ☐ No If Yes, specify: _____	
Do you have any questions?	☐ Yes ☐ No	
Are you okay with us using your interview now that it is completed?	☐ Yes ☐ No	Secondary consent
End time of the interview	_____ hours _____ minutes	

© RIAH Consortium (2022)