INTERVIEW GUIDE FOR Basic Package of Health Services (BPHS) IMPLEMENTERS

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

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 BPHS Implementers. 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 BPHS implementers. March 2022. Manchester and Geneva: RIAH Project.

I.   INTERVIEW INFORMATION

1. Interview code:

2. Name of interviewer:

3. Date of interview (DD/MM/YYYY):

4. Location interview (province, district, town, place):

5. Name of the NGO:

6. Informed consent document (yes/no):

If the informed consent has not been obtained, do not proceed to the interview.

II.   PARTICIPANT INFORMATION

7. What is your name?

8. What is your mobile phone number?

9. What is your e-mail address?

10. Gender of participant: female / male

11. What is your job position and what are your responsibilities at (*NGO name*)?

12. How long have you been working at this position?

III.   NGO INFORMATION

(Start recording)

13. Interview code:

14. In [province], in which districts is your NGO delivering health services?

15. In [district], how many health facilities does your NGO support?

16. Could you name each health facility?

17. In [district], does your NGO support any Mobile Health Team? How many? Could you name each Mobile Health Team?

18. Would you have the list of healthcare workers working in the health facilities and mobile health teams that you support? (number and position of healthcare workers for each facility and mobile health team).

IV.   INFORMATION ON ATTACKS ON HEALTHCARE

19. I would like to know what attacks on healthcare have happened since [date/year], **in the geographical area that your NGO covers. By attacks on healthcare, I mean any violent incident affecting or targeting medical personnel, patients, healthcare facilities or medical transport, that has an effect on the access, availability, or delivery of healthcare services.**

Could you list and describe the attacks on healthcare that have happened since [date/year], **?**

For each attack, encourage the participant to describe the attacks and note the <u>exact date and location</u> of each attack.

Do not ask any information on perpetrators. We are not interested in knowing the perpetrators.

I would like to ensure that we covered the different types of attacks on healthcare that may have happened. Please allow me to ask you the following questions:

20. Has any healthcare worker ever experienced verbal or physical violence, or threat at work?

    If Yes, encourage the participant to describe the attack and note the <u>exact date and location</u> of the attack. Do this for all the different types of attacks (up to question 30)

21. Has any healthcare worker ever been abducted?

22. Has any healthcare worker been denied accessing patients?

23. Has any healthcare worker ever been injured in an attack?

24. Has any health facility ever been looted?

25. Have any equipment or drugs ever been stolen by armed individuals or civilians?

26. Has any health facility ever been occupied or taken over by militaries or an armed group?

27. Has any health facility ever been closed following a threat or an order of an armed group?

28. Has any health facility been relocated following a threat or an order of an armed group?

29. Has any medical vehicle ever been hijacked, violently searched?

30. Has any medical vehicle ever been denied access or delayed at a checkpoint?

V.   INFORMATION ON IMPACT OF ATTACKS ON HEALTHCARE

Take separately each attack that the participant mentioned and ask the following questions for each attack.

Starting with the first attack that the participant mentioned:

31. What have been the consequences of this attack on healthcare?

32. Has anyone been injured? Has anyone died following this attack?
    If Yes, ask:
    - Who and how many were injured or died? (differentiate the number of healthcare workers, patients, and other members of the community).

33. Has here been any damage to the health facility, equipment or medical transport?
    If Yes, probe:
    - Have any medical equipment, material, or supplies been stolen or destroyed? If Yes, what equipment, materials and supplies have been destroyed or stolen? How has this affected the provision of healthcare services? For how long has it affected the provision of healthcare services?
    - Have any drugs been stolen or destroyed? If Yes, what quantity and what type of drugs? How has this affected the provision of healthcare services? For how long has it affected the provision of healthcare services?
    - Has any medical vehicle been stolen or damaged? How has this affected the delivery of healthcare services and the transport of patients? For how long has it affected the delivery of healthcare services and the transport of patients?
    - Has money been stolen? How has this affected the provision of healthcare services? For how long has it affected the provision of healthcare services?

34. Has any health facility been closed following this attack? *(Closure can be temporary or definitely)*
    If Yes, probe:
    - How long has the health facility been closed? (from when to when?)
    - Who made the decision to close the health facility? Why was it closed?
    - Where did the patients seek care while the health facility was closed? How far is the nearest facility where patients sought care? Did you organize any alternative way of delivering care while the facility was closed? How did you handle hospitalized patients?
    - How has it impacted patients who require follow-up such as tuberculosis patients or patients with chronic diseases?
    - When did the health facility reopen? What were the conditions to reopen the health facility?

35. Has any health facility been relocated following this attack?
    If Yes, probe:

- Why has it been relocated?
- Where has it been relocated? How far is it from its initial location?
- What have been the consequences of this relocation on the medical staff of this health facility?
- What have been the consequences of this relocation on the population that the health facility initially covered?

36. Has any health service been interrupted following this attack?
    If Yes, probe:
    - Which services have been interrupted? How long? (from when to when?)
    - Have the patients been able to access these services anywhere else?

37. Has any Mobile Health Team interrupted its activities following this attack?
    - How long has the Mobile Health Team interrupted its activities? From when to when?
    - Who made the decision to interrupt Mobile Health Team's activities? Why were they interrupted?
    - Where did the patients access care while the Mobile Health Team interrupted its activities?
    - How has it impacted patients who require follow-up such as tuberculosis patients or patients with chronic diseases?
    - When did the Mobile Health Team start again its activities? What were the conditions to start again Mobile Health Team's activities?

38. What consequences has this attack had on human resources?
    Probe:
    - Has any medical staff left or been relocated following this attack? Who (job position)? Which services did they provide? What were the consequences on the provision of health services that they provided? Did you manage to recruit someone else to replace them? How long did it take to replace them?

    - Has any medical personal been away from work following this incident? Who (job position) and for how long? Which services did they provide? What were the consequences on the provision of health services that they provided? How did you organize to palliate to their absence? What have been the consequence on the medical activities and workload of other personnel?

39. What consequences has this attack had on supervision and monitoring activities?

40. How has this attack affected the utilization of health services?
    Probe:
    - Has it had an impact on the trust of the population in using health services? (for instance, has the population been afraid of coming to the health facility?) Are patients delaying

6

their visit to health facility (for instance only coming for severe complications)? For which services have you observed a decrease in utilization?

41. Have you observed any change in health indicators that could be the consequence of the attack?
Probe:
- For instance, have you observed any decrease in the immunization coverage? Any change in the number of children treated for malnutrition? Any change in the number of baby deliveries at health facility? Any change in antenatal care coverage? Any change in the number of family planning clients? Any change in the morbidity or mortality rate at the level of the population?

Ask questions 31 to 41 for each attack mentioned by the participant.

42. Since [date/year], have you stopped supporting health facilities or mobile health teams?
If Yes, could you give me the name of the health facility and mobile health team that you stopped supporting? When did their activity stop? Why did you stop supporting them?

Encourage the participant to give the reason why they stop supporting them even if the reason is not attack on healthcare. However, do not ask much detail if the reason is not attack on healthcare.

Ask if relevant: Could you describe the threat or attack that incited your NGO to stop supporting this health facility or mobile health team?

43. Since [date/year], is there any other event or factor that may have affected the access to, availability and utilization of health services?
Probe:
- Such as a major stock out of drugs and supplies, or mass immunization campaigns?
- Such as fighting or displacement of population?

If Yes, where did it happen, and from when to when?

VI. MITIGATION MEASURES

Now I would like to ask you questions about strategies in place to prevent attacks on healthcare and reduce their impact on the access to and availability of health services.

44. Does your NGO train staff and healthcare workers on how to react in case of attacks on healthcare?
If Yes, could you describe in what the training consists?

45. Do the health facilities and mobile health teams that your NGO supports have protocols in place in case of attacks on healthcare? If Yes, who developed these protocols and what are the key recommendations included in these protocols?

46. What measures has your NGO put in place to prevent attacks on healthcare and protect healthcare workers, patients and health facilities?

47. What measures has your NGO implemented to support healthcare workers who are affected or targeted by attacks on healthcare?

48. Following an attack, what is your NGO's strategy to mitigate the impact caused by the disruption of health services?

49. What would be your suggestions to improve the prevention of attacks on healthcare, and the protection healthcare workers, patients and health facilities?

VII. REPORTING MECHANISMS

50. Have your NGO put in place any mechanism for healthcare workers to report attacks on healthcare? If Yes, what are they?

51. Does your NGO report attacks on healthcare to a higher level, such as World Health Organization or Ministry of Public Health? If Yes, to whom does your NGO report attacks on healthcare and can you explain how does it work?

52. Does your NGO record of attacks on healthcare? Would you agree to share these records with us?
    Probe:
    - Does your NGO have a dataset of attacks on healthcare? Would you agree to share this dataset with us?