**IDI GUIDE FOR** **IMPLEMENTION STAFF** \_ (**COMMUNITY LIAISON OFFICERS/LAY HEALTH WORKERS/ASSISTANT STUDY COORDINATORS)**

**Introduction and aim of the interview:**

My name is………………………………….

We are conducting in-depth interviews on behalf of [NAME OF ORGANIZATION], MOH.

[NAME OF ORGANIZATION] and the Government of [Name of Country] have been implementing four different models in three provinces of [Name of Country] for over a year now to try and find more efficient ways to improve patient retention into care.

For this study, interviews are conducted with different groups involved in HIV care, such as policy makers, professional health care workers and ART patients.

We also feel it is extremely important to hear from your experiences as lay health workers/community liaison officers as you deal directly with ART patients.

That is why we have asked to speak with you; we would like to hear your opinion on the operation of these alternative models of ART care so far.

The interview will take between one hour and one hour thirty minutes. The information we collect will be confidential.

*[NB: Informed consent forms should be signed and collected]*

**Introduction**

1. Kindly introduce your role and how it relates to HIV/AIDS care at this program/facility?
2. Why do you think government/[NAME OF ORGANIZATION] was trying this model?

**Retention**

1. The X (CAG, UAG, START, FAST TRACK) model has been at your facility for the past year now, how do you think this model has worked in helping ART patients get care and stay on treatment?

**Probe** (intended and unintended consequences of the model)

**Model implementation**

1. What have been your experiences implementing this model at your facility?

**Probe** (non-disclosure, stigma, logistics, religious objection to treatment, queues and informal payments, cost of transport, drug reactions)

1. What do you think helped to effectively implement this model, if any?

**Probe** (human resource, infrastructure, supplies, leadership)

1. In your opinion what do you think were the challenges to effectively implement this model, if any?

**Probe** (norms and values, relationships and power, ideas and interests)

1. How much of an impact do you think this model has had on patient retention (if any)?

**Probe** (negative and/or positive impacts)

1. What if any, are some of the concerns you have in relation to this model?

**Probe** (patient related, service related, community related)

1. What are some of the suggestions you have for the improvement of the implementation of this model?
2. Given an opportunity, to what extent would you want to see this model be scaled up to other facilities?
3. How satisfied are you with this model?

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Very satisfied | Somewhat satisfied | Somewhat dissatisfied | Very dissatisfied |  |

1. From your experience what do you think would be needed if this model was to be effectively scaled up to other health facilities?

**Contextual factors affecting implementation:**

1. Is there anything about this health facility which has helped or hindered the implementation of this model?

**Probe:** (Location, opening times, residence, patient load, other services etc)

1. Is there anything about the health providers which has hindered or facilitated the implementation?

**Probe:** (Attitude, workload, numbers, facility in-charge)

1. Is there anything about lay health workers in this facility which has helped or hindered the introduction this model?

**Probe:** (Motivation, numbers, Commitment, incentives, competition, HIV status of lay workers)

1. Is there anything about patients who attend this facility that has helped or hindered the introduction of this model?

**Probe:** (Number of patients, loss to follow-up, education, commitment and ownership, withdrawals etc)

**Model modification and adaption**

1. Did you have to change the model in any way from the original design?

**Probe**: What modifications were done and why)

1. If this model was to be re-introduced afresh, what you like to change about it?

(Probe: Overall design, Recruitment, follow-up etc)

**Additional questions**

1. Do you think that implementing the x model is helping patients? Are there any ways you think it might not be good for patients?

2. Do you think that implementing the x model is helping the clinic? Are there any ways you think it might not be good for the clinic?

**Probe:** (How much of an impact has this had?)

3. Has the model changed the way you think about patients and their healthcare?

**Probe:** (patient’s ability to manage their own care, their capability, opportunity, and motivation to stay retained in care)

1. Is there anything else you want to discuss on the implementation experiences of this model?

**Thank you very much for your time and contribution**