**INDUSTRIAL PRODUCTIVITY AND HEALTH SECTOR PERFORMANCE**

**Interview guide: Health facilities**

1. **Identifying sources of commodities in health facilities**

PHARMACEUTICALS

1. Where do you usually source your **medicines** (drugs/pharmaceuticals) (Note: sourcing includes buying, receiving, procuring etc.)?
   1. What are the names of the supplier(s)?
   2. Where are the supplier(s) located?
   3. What is the ownership of the supplier(s)? (sector and owners’ name(s))
   4. Please indicate approximate proportion of medicines sourced from the supplier(s).
2. What are the reasons for the selection of these different suppliers of medicines?

(If single supplier is indicated it is useful to understand reasons for that specific choice).

*(****Prompts:*** *distance; price; ownership e.g. required in public sector; through vertical programs; reliability; only available; trust the quality; after sales /delivery services; source for emergency supplies/stock-outs in main supplier; funders require this source.)*

MEDICAL SUPPLIES

1. Where do you usually source your **medical supplies** (non-pharmaceuticals such as syringes, gloves), (Note: sourcing includes buying, receiving, procuring etc.)?
   1. What are the names of the supplier(s)?
   2. Where are the supplier(s) located?
   3. What is the ownership of the supplier(s)? (sector and owners’ name(s))
   4. Please indicate approximate proportion of medical supplies sourced from the supplier(s).
2. What are the reasons for the selection of these different suppliers of medical supplies?

(If single supplier is indicated it is useful to understand reasons for that specific choice).

*(****Prompts:*** *distance; price; ownership e.g. required in public sector; through vertical programs; reliability; only available; trust the quality; after sales /delivery services; source for emergency supplies/stock-outs in main supplier; funders require this source.)*

LABORATORY SUPPLIES

1. Where do you usually source your **kits, reagent and chemicals** for laboratories? (Note: sourcing includes buying, receiving, procuring etc.)?
   1. What are the names of the supplier(s)?
   2. Where are the supplier(s) located?
   3. What is the ownership of the supplier(s)? (sector and owners’ name(s))
   4. Please indicate approximate proportion of laboratory supplies sourced from the supplier(s).
2. What are the reasons for the selection of these different suppliers of laboratory supplies?

(If single supplier is indicated it is useful to understand reasons for that specific choice).

*(****Prompts:*** *distance; price; ownership e.g. required in public sector; through vertical programs; reliability; only available; trust the quality; after sales /delivery services; source for emergency supplies/stock-outs in main supplier; funders require this source. )*

OTHER ESSENTIAL COMMODITIES

1. Where do you usually source other essential commodities(such as disinfectant, soap, bed sheets)? (Note: sourcing includes buying, receiving, procuring etc.)?
   1. What are the names of the supplier(s)?
   2. Where are the supplier(s) located?
   3. What is the ownership of the supplier(s)? (sector and owners’ name(s))
   4. Please indicate approximate proportion of these commodities sourced from the supplier(s).
2. What are the reasons for the selection of these different suppliers of other essential commodities?

(If single supplier is indicated it is useful to understand reasons for that specific choice).

*(****Prompts:*** *distance; price; ownership e.g. required in public sector; through vertical programs; reliability; only available; trust the quality; after sales /delivery services; source for emergency supplies/stock-outs in main supplier; funders require this source.)*

MEDICAL EQUIPMENT

1. Where do you usually source your **medical equipment** (such as microscopes, stethoscopes, larger items e.g. x-rays in hospital)? (Note: sourcing includes buying, receiving, procuring etc.)?
   1. What are the names of the supplier(s)?
   2. Where are the supplier(s) located?
   3. What is the ownership of the supplier(s)? (sector and owners’ name(s))
   4. Please indicate approximate proportion of medical equipment sourced from the supplier(s).
2. What are the reasons for the selection of these different suppliers of medical equipment?

(If single supplier is indicated it is useful to understand reasons for that specific choice).

*(****Prompts:*** *distance; price; ownership e.g. required in public sector; through vertical programs; reliability; only available; trust the quality; after sales /delivery services; source for emergency supplies/stock-outs in main supplier; funders require this source.)*

1. **Understanding the procurement processes and logistics for the different types of commodities**

PHARMACEUTICALS

1. How do you go about selecting which **medicines** to procure?
2. What is the actual process of putting in an order?
3. Describe the process of delivering the medicines.
4. What challenges / problems do you face in each of the above three aspects of procurement i.e. selecting medicines to procure, putting in an order and delivering the medicines?

***Prompts:*** *for each of these aspects of procurement, please describe the process, giving examples if possible; comment on challenges faced and also examples of successful procurement processes, and the reasons for any problems identified; and* *tell us how you think this might be improved.*

MEDICAL SUPPLIES

1. How do you go about selecting which **medical supplies** to procure?
2. What is the actual process of putting in an order?
3. Describe the process of delivering the medical supplies.
4. What challenges / problems do you face in each of the above three aspects of procurement i.e. selecting medicines to procure, putting in an order and delivering the medicines?

***Prompts:*** *for each of these aspects of procurement, please describe the process, giving examples if possible; comment on challenges faced and also examples of successful procurement processes, and the reasons for any problems identified; and* *tell us how you think this might be improved.*

LABORATORY SUPPLIES

1. How do you go about selecting which **kits**, **reagents and chemicals** to procure for the laboratory?
2. What is the actual process of putting in an order?
3. Describe the process of delivering the laboratory supplies.
4. What challenges / problems do you face in each of the above three aspects of procurement i.e. selecting medicines to procure, putting in an order and delivering the medicines?

***Prompts:*** *for each of these aspects of procurement, please describe the process, giving examples if possible; comment on challenges faced and also examples of successful procurement processes, and the reasons for any problems identified; and* *tell us how you think this might be improved.*

OTHER ESSENTIAL COMMODITIES

1. How do you go about selecting which **other essential commodities (e.g. disinfectants)** to procure?
2. What is the actual process of putting in an order?
3. Describe the process of delivering the essential commodities.
4. What challenges / problems do you face in each of the above three aspects of procurement i.e. selecting medicines to procure, putting in an order and delivering the medicines?

***Prompts:*** *for each of these aspects of procurement, please describe the process, giving examples if possible; comment on challenges faced and also examples of successful procurement processes, and the reasons for any problems identified; and* *tell us how you think this might be improved.*

MEDICAL EQUIPMENT

1. How do you go about selecting which **medical equipment** to procure?
2. What is the actual process of putting in an order?
3. Describe the process of delivering the medical equipment.
4. What challenges / problems do you face in each of the above three aspects of procurement i.e. selecting medicines to procure, putting in an order and delivering the medicines?

***Prompts:*** *for each of these aspects of procurement, please describe the process, giving examples if possible; comment on challenges faced and also examples of successful procurement processes, and the reasons for any problems identified; and* *tell us how you think this might be improved.*

1. **Exploring the effect of supply chain gaps (bottlenecks or challenges in the supply chain)**
2. From your experience, how do the challenges highlighted above affect?
   1. Patients (service provision)?

***Prompts:*** *which aspects of supply are working well for patients? What supply problems affect the patients most seriously? What are your priorities for supply improvements?*

* 1. Staff working conditions and morale?

22a. Are there any other supply gaps that we have not talked about?

1. Which ones? Please explain further what they are and their effects.

22b. What are your priorities in improving the supply chain?

1. **Exploring local vs. imported supplies**

1. Which of the items (medicines, medical supplies, laboratory and other supplies, and medical equipment) available at the health facility, are Manufactured locally (in Kenya), regionally (East African countries), other African countries, from Asia and in high income countries?

*(Probe: please give details.)*

a. Do you prefer certain countries or specific manufacturers for sourcing different types of items?

* + 1. Are local products better or worse than imported items?
    2. Which and how? (*Probe: price, quality, availability*, *other reason*)
    3. Does the choice of a manufacturer matter when buying the medicines and other supplies?
    4. Do you have a choice?

b. What are the preferences of patients or customers concerning different countries’ products?

* + 1. Which particular items (*probe: examples*)?
    2. Why?

c. What type of products can only be obtained from imports?

* + 1. Why?

1. Do you think that the availability of different types of supplies has changed in the last few years?
   1. How has it changed from the local manufacturers?
      1. Why?
   2. How has it changed from the importers?
      1. Why?
   3. Have new suppliers emerged?
      1. Can you tell me who they are?
   4. What have been the effects of the changes for your facility/ shop and for patients/customers?

**Exploring the way forward**

1. Do you think there is a need to improve the supply chains to this facility?
   1. Why, what and how?
2. In your view, what could the local manufacturers do to:
   1. Improve supplies for health care?
      1. Why do you say so?
   2. Improve access to patients
      1. Why do you say so?
3. Do you think the health system can source more from local manufacturers than it does now?
   1. Why and how?

***We have come to the end of the interview. Thank you for your time.***