# Nigeria HPN Evaluation – Midline Qualitative Data Collection – 2022 (MSC) in Nigeria

## WORKSHOP: Most Significant Change

**Introduction**: Thank you for taking the time to participate in our workshop today. The purpose of this workshop is to gain your perspectives about how USAID/Nigeria-supported health, population, and nutrition (HPN) Activities – specifically the Integrated Health Program (IHP), the President's Malaria Initiative (PMI), Breakthrough Action (BA-N), and the Global Health Supply Chain Program – Procurement and Supply Management (GHSC-PSM) – have contributed to changes in health care systems at the Federal, state, and LGA levels in Nigeria.

During the workshop, participants will be invited to share and document stories of significant change related to health care in your state. We hope that through our discussion today and tomorrow, we will be able to identify and confirm a precise picture of the most significant change in health care systems and services as a result of the four USAID-supported HPN Activities.

The one-and-a-half-day workshop will be structured as follows:

- **Day One** (9:00 am – 5 pm): Participants will be invited to share stories of change with a partner, and to record these stories on templates provided. Partners will solicit from one another stories of change related to selected topic categories, including coordination and collaboration, advocacy, sustainability, and capacity. Then each group of two will combine with another pair to review their stories and vote on one "most significant change" story per category.

- **Day Two** (9:00 am – 1 pm): All participants will engage in group discussions about the stories selected by the groups of four on Day One and recollections of significant change to articulate perceived activity outcomes. Participants will discuss the value of these reported changes, and which one they think is the most significant of all in each category. We would like to record the Day Two conversation because we don't want to miss any of your comments, and so we can make sure that we accurately capture your responses to our questions. Please stop us anytime during the discussion if you have questions or concerns.

# DAY ONE: SMALL GROUP WORK (9:00 am – 5:00 pm)

We would like to explore **what changes have occurred** in several components related to governance of health systems and health services as a result of health interventions implemented by the four USAID-supported health Activities – BA-N, IHP, PMI-S, and PSM, **how those changes came about**, and **what improvements you have observed** as a result of those changes. For each component, we would like your small group discussion to stay focused on the most significant changes – both positive and negative – you have seen happen to that component **since 2020**. We want your interpretation of what is most significant for your state. Also, keep in mind, we would like to focus on what successes have been reached or what challenges have been encountered to date, and <u>not what is planned or anticipated to happen in the future</u>.

When writing your stories, **please give sufficient detail so that someone who does not have background** knowledge of the topic will understand it. The **more detailed the story is, the more credible** and easily verifiable it will be.

## Part 1: PAIR WORK ACTIVITY

| Date: | | Start time: | |
|---|---|---|---|
| | | End time: | |
| **Respondent group** (Activity staff, government staff, other IPs): | | | |
| **Interviewer** (name, job title, organization, gender, age)**:** | | | |
| **Storyteller** (name, job title, organization, gender, age)**:** | | | |

*Please identify a partner and follow the template below to discuss and record stories of change with your partner. Each of you will use the form to interview your partner and at the end you will have two stories of change for each section.*

Domain of change #1: **Advocacy and accountability for health**

*From your point of view,*

| Question | Response |
|---|---|
| **1.** a. Please describe the <u>most significant change</u> in **health care in your state**. This can be a large or small, positive or negative change. Please be as specific as possible. Describe who, what, where, and when.<br><br>***\*\*\*Prompt: The Activities' interventions may include training materials on providers' behavior change; trainings on gender equality and social inclusion for facility staff; technical assistance on malaria case management, drug-based prevention and treatment approaches; technical support on health system strengthening, surveillance, monitoring and evaluation; increasing availability of essential drugs, diagnostics and supplies (EDDS); strengthening financing for EDDS; and capacity strengthening for state FP/MMNCH/malaria/nutrition/primary health care teams and structures.*** | |
| **1. b**. Why do you think this change was the **most** significant? | |

| Question | Response |
|---|---|
| **1.** **c.** What difference has this made now or will it make in the future?' | |
| **2.** How do you think the interventions implemented by these four USAID-supported health Activities have contributed to the changes in **healthcare in your state** for health at the Federal and/or state and/or LGA levels, if at all? | |
| **3.** Are there any lessons for the projects arising from this change? Describe. | |
| **4.** How can we verify this change? (e.g., documentation, others to interview, etc.) | |

## Domain of change #2: **Capacity for leadership and governance in healthcare**

From your point of view,

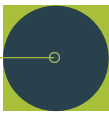| Question | Response |
|---|---|
| **1.** a. Please describe the <u>most significant change</u> in capacity for leadership and governance in healthcare at state and/or LGA levels that has resulted from capacity strengthening interventions implemented by the four USAID-supported health Activities. This can be a large or small, positive or negative change. Please be as specific as possible. Describe who, what, where, and when. <br><br> **\*\*_Prompt_**: *The Activities' interventions may include training materials on providers' behavior change; trainings on gender equality and social inclusion for facility staff; technical assistance on malaria case management, drug-based prevention and treatment approaches; technical support on health system strengthening, surveillance, monitoring and evaluation; increasing availability of essential drugs, diagnostics and supplies (EDDS); strengthening financing for EDDS; and capacity strengthening for state* FP/MMNCH/malaria/nutrition/primary health care teams and structures. |  |
| **1.** b. Why do you think the change was the most significant? |  |

| Question | Response |
|---|---|
| **1.**   c. What difference has this made now or will it make in the future?' | |
| **2.**   How do you think the interventions implemented by these four USAID-supported health Activities have contributed to the changes in capacity for leadership and governance in healthcare at state and/or LGA levels, if at all? | |
| **3.**   Are there any lessons for the projects arising from this change? Describe. | |
| **4.**   How can we verify this change? (e.g., documentation, others to interview, etc.) | |

## Domain of change #3: **Sustainability of health systems and health outcomes**

From your point of view,

| Question | Response |
|---|---|
| **1.** a. Please describe a story that exemplifies the <u>most significant change</u> in sustainability of health system and health outcomes in all-level health facilities that has resulted from the health interventions implemented by the four USAID-supported health Activities. This can be a large or small, positive or negative change. Please be as specific as possible. Describe who, what, where, and when.<br><br>**\*\*<u>Prompt</u>:** The Activities' interventions may include training materials on providers' behavior change; trainings on gender equality and social inclusion for facility staff; technical assistance on malaria case management, drug-based prevention and treatment approaches; technical support on health system strengthening, surveillance, monitoring and evaluation; increasing availability of essential drugs, diagnostics and supplies (EDDS); strengthening financing for EDDS; and capacity strengthening for state FP/MMNCH/malaria/nutrition/primary health care teams and structures. | |
| **1.** b. Why do you think the change was the most significant? | |
| **1.** c. What difference has this made now or will it make in the future? | |

| Question | Response |
|---|---|
| 2. How do you think the interventions implemented by the four USAID-supported health Activities have contributed to the changes in sustainability of health system and health outcomes in all-level health facilities, if at all? | |
| 3. Are there any lessons for the projects arising from this change? Describe. | |
| 4. How can we verify this change? (e.g., documentation, others to interview, etc.) | |

## Part 2: **GROUP WORK ACTIVITY**

| Date: | | Start time: | |
|---|---|---|---|
| | | End time: | |
| Respondent group (Activity staff, government staff, other IPs): | | | |
| Respondent (name, job title, organization, gender, age): | 1. | | |
| | 2. | | |
| | 3. | | |
| | 4. | | |

After you and your partner have finished the discussion, please join with another pair to share your stories, review their stories, and vote on one "most significant change" story for each category. One person per group should record the most significant change selected.

## Summary Table

| Domain | Story name | Selected? (Yes/No) | Reason(s) for selection or non-selection |
|---|---|---|---|
| **Advocacy and accountability for health** | | | |
| | | | |
| | | | |
| | | | |
| | | | |

| Capacity for leadership and governance in healthcare | | | |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |

| Sustainability of health system and health outcomes | | | |
|---|---|---|---|
| | | | |
| | | | |
| | | | |
| | | | |

## Domain of change #1: **Advocacy and accountability for health**

| Question | Voted Response |
|---|---|
| **1.** a. Please describe the <u>most significant change</u> in advocacy and accountability for health at Federal and/or state and/or LGA levels that has resulted from capacity strengthening interventions implemented by the four USAID-supported health Activities. This can be a large or small, positive or negative change. Please be as specific as possible. Describe who, what, where, and when. | |
| **1.** b. Why did you choose this story above the others? | |
| **1.** c.  What difference has this made now or will it make in the future? | |
| 1. d.  Fill in the summary table above to note why other stories were not selected. | Fill in summary table |
| **2.** How do you think the interventions implemented by these four USAID-supported health Activities have contributed to the changes in **advocacy and accountability f**or health at the Federal and/or state and/or LGA levels, if at all? | |
| **3.** Are there any lessons for the projects arising from this change? | |

## Domain of change #2: **Capacity for leadership and governance in healthcare**

| Question | Voted Response |
|---|---|
| **1.** a. Please describe the <u>most significant change</u> in capacity for leadership and governance in healthcare at state and/or LGA levels that has resulted from capacity strengthening interventions implemented by the four USAID-supported health Activities. Please be as specific as possible. | |
| **1.** b. Why do you think the change was the most significant? | |
| **1.** c. What difference has this made now or will it make in the future? | |
| 1. d. Fill in the summary table above to note why other stories were not selected. | Fill in summary table |
| **2.** How do you think the interventions implemented by these four USAID-supported health Activities have contributed to the changes in **capacity for leadership and governance** in healthcare at state and/or LGA levels, if at all? | |
| **3.** Are there any lessons for the projects arising from this change? | |

## Domain of change #3: **Sustainability of health systems and health outcomes**

| Question | Voted Response |
|---|---|
| **1.** a. Please describe a story that exemplifies the <u>most significant change</u> in sustainability of health system and health outcomes in all-level health facilities that has resulted from the health interventions implemented by the four USAID-supported health Activities. Please be as specific as possible. | |
| **1.** b. Why do you think the change was the most significant? | |
| **1.** c. What difference has this made now or will it make in the future? | |
| 1. d. Fill in the summary table above to note why other stories were not selected. | Fill in summary table |
| **2.** How do you think the interventions implemented by the four USAID-supported health Activities have contributed to the changes in **sustainability of health system and health outcomes** in all-level health facilities, if at all? | |
| **3.** Are there any lessons for the projects arising from this change? | |

# DAY TWO: ALL GROUP DISCUSSION (9:00 am – 1:00 pm)

| Date: | | Start time: | |
|---|---|---|---|
| | | End time: | |
| **Respondent group** (Activity staff, government staff)**:** | | | |
| **Respondents** (total number, age, and gender)**:** | 1.<br><br>2.<br><br>3. | | |

## Introduction:

Good morning, and welcome back to our session. Thank you for taking the time to join our discussion today. My name is _____, and I will be leading our discussion today along with my team [*introduce name of note-taker*].

Yesterday, we worked as pairs and small groups to explore **what changes have occurred** in several components related to governance of health systems and health services as a result of the health interventions implemented by the four USAID-supported health Activities – BA-N, IHP, PMI-S, and PSM; **how those changes came about**; and **what improvements you have observed** as a result of those changes. Today, we will go through what we discussed yesterday and come to an agreement on the "most significant change."

Our workshop today will be from 9:00 am to 1:00 pm with a coffee break in between and a lunch at the end of our workshop. We would like to record the conversation because we don't want to miss any of your comments, and we can make sure that we accurately capture your responses to our questions. Please stop me anytime during the discussion if you have questions or concerns.

## Ground Rules:

We want to have a very open discussion where everyone has a chance to share their opinions and feedback. Before we start, I'd like us to agree on several items to help our discussion go smoothly.

- Please turn off or silence cell phones.
- Please avoid side conversations.

- Talk one person at a time. Please allow the other person to finish before you start talking.

- Remember there are no right or wrong answers to questions. You can say what you feel.

- Be respectful of others. You don't have to agree with what has been said, but please do not do anything that would cause someone to feel uncomfortable.

- Keep today's discussion private. Please do not talk about the details with anyone later.

- Remember that you can choose a nickname for this discussion. Please write the name you wish to use on the name tag in front of you.

Do you have any questions about what I have just explained? Do we have your permission to record our discussion? Once transcribed, the recording will be deleted.

*(If yes to above, start recording)*

## Discussion of the Most Significant Change

For each component, we would like to walk you through the initial findings collected from yesterday's discussions and ask you for your feedback on these findings. As a reminder, the findings focus on the most significant changes – both positive and negative – you have seen happen related to that component **since 2020**. We want your interpretation of what is most significant. We agreed to focus on what successes have been reached and what challenges have been encountered to date, and not what is planned or anticipated to happen in the future.

### Domain of change #1: **Health care in your state**

*Facilitator's note*: *The facilitator writes all the titles of the stories on the whiteboard or flip chart, grouped by domain. Then leave a space next to each story for comments.*

| Domain | Story title | Comments | Voting score |
|--------|-------------|----------|--------------|
| 1 | | | |
| 1 | | | |
| 1 | | | |

1. *Facilitator invites volunteers to read out all the stories belonging to this domain of change. After each story, ask questions:*

   - What is this story really about?

   - What is your opinion of the story?

   - How sustainable is the change noted in the story?

2. *The facilitator writes any comments next to the title on the whiteboard or flip chart as above.*

3. *When all the stories have been read out for the entire domain, ask participants to vote for the story that they find most significant. Voting can be done by a show of hands or submitted through an online platform.*

4. *When the votes have been cast, if there is a range of scores, encourage participants to discuss why they chose the story they chose. Ask questions such as:*

   - Why did you choose this story above all other stories?

   - But some of you chose a different story – can you explain why you didn't choose this story?

   - What do you think of the stories in general?

5. *Next to each story make notes of the reasons why they were and were not selected.*

6. *Once everyone has heard why certain stories were voted for above others, the facilitator may call a second vote, this time there may be more consensus.*

*If there is still no consensus about which story to choose, facilitate a discussion on the options with the group and come to an agreement, for example:*

   - Choose two stories to reflect the range of views

   - Decide that none of the stories adequately represents what is valued

   - Choose one story but add a caveat explaining that not all people voted for this story, and explain why

   - *Once a final story has been chosen for this domain, ask:*

   - How can we verify this change?

   - Are there any documents you suggest we should review?

   - Is there anyone else you think we need to talk to about this topic?

*Move on to the next domain.*

## Domain of change #2: **Capacity for leadership and governance in healthcare**

Following up, we would like to hear your point of view about capacity for leadership and governance in healthcare.

<u>Facilitator's note</u>: The facilitator writes all the titles of the stories on the whiteboard or flip chart, grouped by domain. Then leave a space next to each story for comments.

| Domain | Story title | Comments | Voting score |
|--------|-------------|----------|--------------|
| 2 | | | |
| 2 | | | |
| 2 | | | |

7. Facilitator invites volunteers to read out all the stories belonging to this domain of change. After each story, ask questions:
   - What is this story really about?
   - What is your opinion of the story?
   - How sustainable is the change noted in the story?

8. The facilitator writes any comments next to the title on the whiteboard or flip chart as above

9. When all the stories have been read out for the entire domain, ask participants to vote for the story that they find most significant. Voting can be done by a show of hands or submitted through an online platform.

10. When the votes have been cast, if there is a range of scores, encourage participants to discuss why they chose the story they chose. Ask questions such as:
   - Why did you choose this story above all other stories?
   - But some of you chose a different story – can you explain why you didn't choose this story?
   - What do you think of the stories in general?

11. Next to each story makes notes of the reasons why they were and were not selected.

12. Once everyone has heard why certain stories were voted for above others, the facilitator may call a second vote, this time there may be more consensus.

If there is still no consensus about which story to choose, facilitate a discussion on the options with the group and come to an agreement, for example:
   - Choose two stories to reflect the range of views
   - Decide that none of the stories adequately represents what is valued
   - Choose one story but add a caveat explaining that not all people voted for this story and explain why

13. Once a final story has been chosen for this domain, ask:
   - How can we verify this change?
   - Are there any documents you suggest we should review?
   - Is there anyone else you think we need to talk to about this topic?

14. Move on to the next domain.

Domain of change **#3: Sustainability of health systems and health outcomes**

Next, we would like to have your feedback on sustainability of health systems and health outcomes.

Facilitator's note: The facilitator writes all the titles of the stories on the whiteboard or flip chart like below, grouped by domain. Then leave a space next to each story for comments.

| Domain | Story title | Comments | Voting score |
|--------|-------------|----------|--------------|
| 3 | | | |
| 3 | | | |
| 3 | | | |

1. Facilitator invites volunteers to read out all the stories belonging to this domain of change. After each story, ask questions:
   - What is this story really about?
   - What is your opinion of the story?
   - How sustainable is the change noted in the story?

2. The facilitator writes any comments next to the title on the whiteboard or flip chart as above.

3. When all the stories have been read out for the entire domain, ask participants to vote for the story that they find most significant. Voting can be done by a show of hands or submitted through an online platform.

4. When the votes have been cast, if there is a range of scores, encourage participants to discuss why they chose the story they chose. Ask questions such as:

   - Why did you choose this story above all other stories?
   - But some of you chose a different story – can you explain why you didn't choose this story?
   - What do you think of the stories in general?

5. Next to each story make notes of the reasons why they were and were not selected.

6. Once everyone has heard why certain stories were voted for above others, the facilitator may call a second vote, this time there may be more consensus.

If there is still no consensus about which story to choose, facilitate a discussion on the options with the group and come to an agreement, for example:

   - Choose two stories to reflect the range of views
   - Decide that none of the stories adequately represents what is valued
   - Choose one story but add a caveat explaining that not all people voted for this story and explain why

7. Once a final story has been chosen for this domain, ask:

   - How can we verify this change?
   - Are there any documents you suggest we should review?
   - Is there anyone else you think we need to talk to about this topic?

8. Move on to the next section.

## Closing

Thank you for your time and contribution to our workshop today. Before we close our session, we would like to ask a few more short questions to make sure that we have captured everything you deem most important about what we discussed today.

1.  What is the most important message that you want us to take away from this interview?

2.  Is there anything else that you would like to add about any of the topics that we've discussed?

    ➤ *Facilitator's note: Probe by highlighting areas you thought were critical. If you noted specific questions, comments and/or concerns about those areas, use those to probe now.*

3.  Is there any last thought you would like to share?


Again, thank you all for your time for your useful feedback and information!

## For more information

D4I supports countries to realize the power of data as actionable evidence that can improve programs, policies, and—ultimately—health outcomes. We strengthen the technical and organizational capacity of local partners to collect, analyze, and use data to support sustainable development. For more information, visit https://www.data4impactproject.org/

www.data4Impactproject.org