



3.6

Health Care Provider Interview Schedule

While it is essential to understand the experiences of patients at first point of care and their perception of the role of health care providers, information from the perspective of the health care providers themselves is imperative as it will provide us with information on what they themselves think their role is and their knowledge about GAS, ARF and RHD.

INTRODUCTION

(purpose of this is to make the interviewee feel comfortable)

- Introduce yourself
- Reason for interview (explain research)
- Ethics (explain consent form and any ethical issues)
- Ask the interviewee if they have any questions
- Thank the interviewee for their time and willingness to participate
- Ask the interviewee about themselves (how they are feeling etc.)

A THEME

Local Facilities

By identifying the local facilities within the area it can aid our understanding of the first point of health care for patients in that particular community.

- What training have you received and what is your role where you work?
- What is the function of this particular healthcare facility?
- Generally, where do people go when they are ill?
- Who uses this particular healthcare facility?
 - Description of geographical population (age, ethnic group, gender)
 - Common health problems received in healthcare facility

B THEME

Knowledge of Sore Throat, ARF & RHD

Understanding what and how much health care providers know about sore throat, ARF and RHD.

Scenario 1

Patient presents with a sore throat; which steps do you take to diagnose and treat them?

Scenario 2

Patient complains about the following symptoms: fever, shortness of breath, joint pain and inflammation...

Probes:

- What could be the possible diagnoses?
- What is the name of a bacterium that could be responsible for these symptoms?

What other possible symptoms could the patient have had?

*In the event that the interviewee fails to answer the above scenarios correctly, the following questions may aid the discussion.

- Can you describe the progression of disease from sore throat to RHD?
- How are these conditions treated (Streptococcal infection, ARF, RHD)?

C THEME

Patient Care

Aim is to understand the relationship between the patient and health care provider from the perspective of the health care provider.

- What procedure is followed when patients present for care i.e. from the time they arrive at the healthcare facility to when they leave?
- Are patients generally aware/do they have knowledge about RHD?
- How do patients initially describe symptoms?
- What are the main obstacles to people attending early on in the course of the disease progression?
 - Describe the general relationship between patients and healthcare providers
 - How does that relationship impact patients' decision to seek care?
- What are challenges that you/healthcare providers face in treating sore throat, ARF and RHD?

Thank the participant for their time and participation