RHRC CONSORTIUM MONITORING AND EVALUATION TOOLKIT

CLIENT EXIT INTERVIEW PROTOCOL

Purpose Clients are interviewed as they leave the health facility to measure the effectiveness of your services and to learn about the users' satisfaction with your services. Client satisfaction is an important component of good quality of care. Client interviews can reveal how well your educational messages are understood and the client's perspective on whether or not she was treated with respect. Information from client interviews can be used to improve service delivery.

Description For client exit interviews, the interviewer interviews clients as they leave the service site after they received care. The questionnaire is usually short; the interview should take only 5-15 minutes.

Ethical Considerations

Approvals
Before you begin a study, you must obtain certain permissions for ethical, political and logistical reasons. Some groups you may need to obtain permission from include UNHCR, Ministry of Health, civil authorities in your district, community representatives, your own organization and partner organizations. The consent of the individuals interviewed is always required.

Informed Consent
Every respondent has the right to refuse the interview, or to refuse to answer specific survey questions. The interviewers must respect this right.

Privacy
It is important that the interview with each respondent be conducted in a manner that is comfortable for her or him, and in which she or he is able to speak openly and honestly. No other adult man, woman or older child should be present or be able to hear the interview. Small children may be present.

Confidentiality
The interviewers may not discuss the respondents' answers with anyone, except the supervisor when clarification is needed. Respondents' names or other identifying information should not appear on the questionnaire; there should be no way to link a specific questionnaire to a specific respondent.

Data Collection Forms

A closed-ended, pre-coded questionnaire can be used. The draft questionnaire should be pre-tested at least once and revised as needed; a second round of pre-testing and revision should be done if substantial changes are made after the first round.

If the questionnaire is written in a language other than the locally spoken one, supervisors and interviewers should agree on the specific wording to be used in local language as part of the interviewer training.

Click here for a sample Client Exit Interview.

Sampling Plan

Client exit interviews are not expected to be representative of the population of the whole community since only people who attend the clinic are interviewed. However, they should be representative of clinic attendees, so steps should be taken to assure that the sampling is systematic. It may be important to sample clients on different days of the week or different weeks of the month. An example of how this could be significant is that women from rural areas may only come to the clinic on market day or certain services are only offered on certain days. It also may be important to note the time of day the interview is conducted since women who are served later in the day may have a different experience or different needs than women who are served early in the day.

In a relatively small clinic, all clients visiting the clinic during the days of the study could be asked for an interview. In larger facilities, a sample of clients can be interviewed. In this case, every n^{th} client should be identified when they register in the morning so the sampling is systematic (e.g. every 5^{th} client). It is best to have no fewer than about 20 interviewees per facility.

Data Collection Procedures

For an exit interview, the interviewer meets clients as they leave the clinic, after their visit is completed. They sit in a private, quiet place for the 5-15 minutes necessary to complete the questionnaire. It is useful to have at least two people on the interview team, so that all clients are met and asked to wait or are directed to the interviewer, as appropriate.

Interviewer Characteristics

The ideal interviewers:

- have good communication skills in the local language,
- are comfortable with discussing reproductive health topics,
- will respect the dignity of respondents and confidentiality required by the survey,
- are interested and motivated to work,
- have relevant technical skills or training.

Interviewers can be drawn from your staff. It may be best to assign staff to a clinic other than the one in which they work. It will be extremely valuable for supervisors to be involved in the pre-tests and revisions of the questionnaire and interviewer training.

Interviewer Training

Interviewers should receive a full day of training conducted by the study supervisors. The training emphasizes practice with the survey instrument so that the interviewers are entirely familiar with it and are comfortable asking the reproductive health questions. Training should include basic reproductive health technical information, so the interviewers can communicate with the respondents on the topic. During training, each interviewer completes at least 6 practice interviews.

Time Frame To be determined by your organization. A program can schedule client exit interviews periodically to determine if identified problems have been resolved or if new problems have cropped up.

Analysis Plan Client exit interviews are generally short checklists with yes/no answers. They can be analyzed on a hand-drawn table or using Excel for simple calculations of frequencies. *Click here* to see an example of a table for hand analysis of a survey. For more extensive questionnaires and more complex variables, follow the analysis plan in the "Community-based survey protocol."

Use of Data

Information learned from client exit interviews can show how well your educational messages are understood and the client's perspective on whether or not she was treated with respect. You can use this information to make changes in your services that will improve the quality of the care provided and that will lead to benefits for the clients and the community.

Dissemination

Summary and detailed reports should be written. The reports should be shared with clinic staff. Together, clinic staff and program managers should decide on ways to improve services based on findings from the client exit interviews. It is good to include clients in all phases of programs, including the design and analysis of studies and in the decisions about program improvement.

Additional Resources

Family Planning Client Exit Interview

Date: ______________________ Camp:__________________________

Interviewer: ___________________________

Ask one client at a time: Are you willing to answer a few questions about the service you received today? This is not a test. We are trying to learn from the people who use family planning services so that we can be able to do our work in a better way. We only have a few questions and this should only take a few minutes of your time.

		YES	NO
1.	Are you satisfied with the service you received today?	Y	N
2.	Were you provided with the method that you came for?	Y	N
3.	Did you participate in the decision about the method you received?	Y	N
4.	Did the health worker teach you how to use the method you were given?	Y	N
5.	Did the health worker talk to you about the common side effects with that method?	Y	N
6.	Did the health worker tell you how to take care of those side effects yourself?	Y	N
7.	Did the health worker tell you about any possibly serious complications for which you should come back to the clinic for treatment?	Y	N
8.	Did the health worker give you a date when you should come back for more family planning or for a check-up?	Y	N
9.	Were you treated with courtesy today?	Y	N
10.	Do you think you had to wait too long to be cared for today?	Y	N

11. Please tell us anything you think we need to know in order to improve the family planning service.

Thank you very much for your time. This information is very helpful for us. And thank you for choosing to attend the family planning clinic.