

Supplement Two: What made primary health care resilient against COVID-19? A mixed-methods positive deviance study in Nigeria.

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### Key informant interview (KII) guide – Combined for all informant groups

[note: Please tailor the guide accordingly. **Bolded** questions should be prioritized if time is limited].

*Hello, my name is {NAME} and with me here is {NAME}. We are from Hanovia Limited. We are conducting a study on behalf of Global Financing Facility in collaboration with University of Ibadan (UI). This study is aimed at understanding how Nigeria's health system responded and adapted to the COVID-19 pandemic and to learn more about how primary health care centers provided routine, essential health services during the COVID-19 pandemic in your LGA.*

*Your LGA has been randomly selected to participate in the study and as a stakeholder at the LGA level, you have been selected to participate in the study. So, I am here to interview you so that we can learn from your experience on the subject matter mentioned earlier. As a result, I will ask you some questions which I would like you to provide answers to as best as you can. We hope that your answers to these questions will help improve emergency preparedness and response especially in maintaining essential health services during a pandemic and guide the government, stakeholders and other partners in the development of plans that would address these challenges in Nigeria.*

*The discussion will last between 45 to 60 minutes. We would like to ask for your permission to record the discussion so that we can correctly capture everything that would be discussed. Please feel free to tell us your opinion and note that all these discussions remain very confidential, while your name will not be mentioned in any way when the report is being written. (USE THE CONSENT FORM)*

*Do you have any questions so far?      1. Yes                      2. No*

*Do I have your permission to proceed?   1. Yes                      2. No*

*Signature/Thumbprint of Participant \_\_\_\_\_ Date: \_\_\_\_\_*

*(Interviewer should record the following in the notebook and tape recorder).*

**Biographical details- please capture:**

Interviewer Code: / \_\_\_\_\_/

- Age
- Gender {Observer}
- Duration of employment
- Duration in present position
- Position/role
- Type of Facility
- State
- LGA

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- Date of Interview
- Start Time: /\_/\_/\_/\_/ Time Completed: /\_/\_/\_/\_/

### Context on the study participant and their role

1. Please **briefly** describe your involvement in response to the COVID-19 pandemic in your LGA.
2. In what specific ways have your job responsibilities changed because of the COVID-19 pandemic?  
*Probe: To get more ways that the respondent's job responsibilities has changed due to COVID-19 Pandemic*

### Services used during COVID-19

*We are interested in how facilities continued to provide essential services, like maternal, newborn and child health services, during the pandemic. Now, we are going to ask you a few questions about these services and how they were impacted by the COVID-19 pandemic.*

3. **Briefly describe how the patient attendance changed during the pandemic (from March 2020 until now) as compared with the period before the pandemic at the primary health care centers in your LGA / in your PHC**
  - a. What are the reasons for the change in patient attendance at the health facilities in your LGA?
    - i. *Probe for reasons for changes in service use by **demand side** (e.g., patients afraid, lack of money for treatment due to job changes, travel restrictions/lockdowns)*
    - ii. *Probe for change in service due to **supply side** (e.g., couldn't treat patients, had to close down clinics, refer patients out)*
  - b. Was the change in patients' patronage more noticeable during certain periods of the pandemic? If yes, what periods of the pandemic?
  - c. Do you think that things have changed to "normal" in this LGA now as compared to during the COVID-19 pandemic? Why do you think things have changed or why do you think things have not changed?  
*Probe: for essential health services*

**[for opinion leader/community informants, replace with] Discuss the challenges faced by the community in accessing health services during the COVID-19 pandemic.**

### Planning/data use

4. Describe how your LGA monitors the COVID-19 pandemic trends such as the number of cases in the LGA? (*probe: for testing facility, documentation, reporting, etc.*)
  - a. How did the monitoring vary across health facilities in your LGA?

### Self-regulation

5. **What are the challenges faced by your LGA/PHC/community in maintaining/accessing routine services during the pandemic?**

*Ask question (5)(a) to (5)(h) for each stated challenge, separately.*

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- a. Tell me more about the challenge you identified. Is that a new challenge since the pandemic started in March 2020, or is it a challenge you had before the pandemic started?
  - i. *Probe for longstanding/existing challenges (e.g., staffing shortfalls, funding shortfalls that pre-dated the pandemic) versus new challenges (e.g., supply chain disruption, PPE needs)*
- b. **How has your LGA/PHC/community overcome the challenge faced during the pandemic.**

**Hint: If challenge was overcome, ask 'c' and 'e'. if not, ask 'd'**

- c. Which organizations or individuals helped to overcome the challenge?
- d. What constrained the adaptation to overcome the challenge?
- e. What enabled the adaptation to overcome the challenge?
  - i. *Probe for contextual considerations like political champions, experienced Officer in charge, leadership, pre-existing community relationships, etc.*
- f. Were new strategies developed by the LGA/PHC/community to overcome the challenge(s) mentioned?
- g. Were there any factors that prevented those new strategies developed by the LGA/PHC/community from yielding results?
- h. **If yes, what factors prevented the new strategies developed from yielding results?**

#### Adaptive – short term

6. **Identify the activities that encouraged people to continue to come or prevented them from coming to the primary health care center in your LGA. (LGA) / Describe the activities that encouraged people to continue to come or prevented them from coming to the primary health care center (PHC, community)**
  - a. How did you work with surrounded communities during the pandemic?
    - i. Who did you work with and why?
      1. *Probe for specific actors at the community level (e.g., WDC chairman, community leaders/village heads, etc)*
    - ii. How did these approaches change over time? *(e.g community engagement, community sensitization/mobilization)*
    - iii. What changes did these approaches have on service use? What were the challenges faced? What were the successes you had in your LGA?
      1. *Probe for contextual considerations like preexisting relationships with community actors, or challenges like a lack of pre-existing outreach services*
      2. *Probe for specific barriers that prevented attendance and were not captured previously*
  - b. Can you narrate how your LGA provided support for health workers during the pandemic.
    - i. *Probe for task-shifting, upskilling of workforce required for the maintenance of essential health services, and workforce strategy in balancing pandemic response vs. EHS maintenance*
    - ii. Was this support new during the COVID-19 pandemic, or it existed before the COVID-19 pandemic?

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### Integrated capacities / planning

7. **Explain the actions taken by the national /state /LGA government / PHC/ community to help primary health care centers maintain services in your LGA?**
  - a. **Probe for:**
    - i. What were these National actions?
    - ii. What were these State Actions?
    - iii. What were these LGA actions?
    - iv. What were these community actions?
    - v. Which of them was the most impactful?
    - vi. What were the challenges encountered in implementing these actions?
  
8. **Describe any changes in how local government officials /PHCs/community actors worked together during the COVID-19 pandemic.**
  - a. What were these changes?
  - b. Who was in charge of developing these changes?
  - c. Who was in charge of implementing it?

### Relevance to Maternal Newborn and Child Health (MNCH)

*We are particularly interested in how (LGAs, facilities, communities) maintained maternal, newborn, and child health (MNCH) services during COVID-19. (if needed) For example, skilled birth attendance, Ante natal care (ANC), routine child immunizations, and overall outpatient consultations.*

9. **Explain how the COVID-19 pandemic changed delivery of maternal, newborn, and child health services in primary care facilities specifically/ in your PHC specifically?**
  - a. *Probe for any differences between these services (skilled birth attendance, ANC, routine immunizations, and overall outpatient consultations) and others*
  - b. Discuss specific things, if any, your LGA did to make sure these services were available.
    - i. *Probe for general adaptations*
    - ii. *Probe for specific changes for MNCH services*
  - c. How did X adaptation you mentioned above impact MNCH services? (*for example, if the respondent says they encouraged self-care at home during the pandemic, how did this apply to MNCH, if at all?*)
  
10. What specific things, if any, did your health care center do to make sure these services were available?
  - i. [\*Probe for general adaptations\*](#)
  - ii. [\*Probe for specific changes for MNCH services\*](#)
  - a. ~~[\*Probe for differences in general adaptations versus specific changes for MNCH services\*](#)~~
  - b. How did X adaptation you mentioned above impact MNCH services? (*for example, if the respondent says they encouraged self-care at home during the pandemic, how did this apply to MNCH, if at all?*)

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**Adaptive – long term**

*Thank you for sharing these experiences, it is very helpful for us. We are almost done with our questions. Finally, we want to learn about how the lessons learned during the pandemic might influence the future.*

**10. Share the changes you made during the pandemic that you think you will keep using when the COVID-19 cases subside.**

- a. Explain the changes made during the pandemic that are unsustainable.
- b. Tell me more about why they are or were unsustainable.
- c. Share the lessons you learned that you would like to share with other LGAs.

**Snowball sampling – for data collector insight and/or follow up work**

**11. Tell me anyone else you think we should talk to in your LGA. Any specific facilities or opinion leaders that were important during the pandemic?**

*Thank you for your time. That is the end of our questions.*

*Do you have anything else you would like to share with us?*

*Do you have any questions for us?*

*Thank you again. We look forward to sharing the results with you once we have completed the study. If you have any questions for us after we leave, you can reach us at:*