

Module 8: Conducting an Antenatal Clinic Client Exit Interview

An antenatal clinic client exit interview is designed to determine

- **Client's knowledge of malaria and experience with malaria prevention and treatment methods**
- **Services received that day in the antenatal clinic**
- **Satisfaction with services received**

Contents

This module contains sample materials for an Antenatal Clinic Client Exit Interview. These materials can and should be adapted to suit local needs, including translating the information sheet into the pregnant woman's primary language. General guidance for conducting assessment tools survey and managing data can be found in Chapters 3-4.

- A. Sample Sizes
- B. Study Site
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A. Sample Sizes

Note that the clients participating in the client exit interviews should not be the same clients that participate in the antenatal clinic survey. Approximately 15 women per site should be selected.

B. Study Site

The survey should be conducted at antenatal clinics. In countries with clinics that have specific antenatal care days, it would be most appropriate to conduct this survey on those days.

C. Eligibility Criteria

Women who participate in the Antenatal Clinic Client Exit Interview should be as representative as possible of all women attending the antenatal clinic. The eligibility criteria are the same as those for the antenatal clinic and delivery unit surveys. However, if women have participated in the antenatal clinic survey, they should be excluded from participating in the exit interview.

Women are eligible for the survey if they meet the following requirements :

Gestation: Women who have experienced "quickening" (i.e., the recognition of fetal movement) are eligible.

Gravidity: All gravidities. Although primigravidae and secundigravidae are the groups typically most affected by malaria in high transmission areas, women of **all** gravidities should be eligible so that the local situation can be confirmed.

Age: The youngest age at which women are eligible to participate should be the age at which most women in the assessment area have their first child. This is to ensure that primigravidae and secundigravidae (the groups at highest risk) are included in the assessment. The age of the youngest participants may well be less than the age of majority and should be consistent with any country policy or norm regarding this type of survey.

Women are not eligible for the client exit interview if they have participated in the Antenatal Clinic Survey.

D.Information Sheet

The following information sheet should be given to each potential survey participant. If the potential survey participant cannot read or has low literacy skills, the information should be read aloud to her. All potential participants should receive a copy of the information sheet to take home.

Note to Interviewer: If the potential survey participant cannot read or if she has low literacy skills, read this information aloud to her. Give each potential survey participant a copy of this information sheet to take home.

Introduction

The [Ministry of Health] is doing an assessment to find out how many pregnant women in this [assessment area] have malaria and to find out the best ways to prevent the effects of malaria on pregnant women and their babies. We plan to assess this problem in about _____ women in antenatal clinics in the [assessment area].

Purpose of the Survey

In this survey, we'd like to find out more about the services you received today in the antenatal clinic and how satisfied you are with the services you received. This will help us better plan programs to decrease malaria in pregnant women.

Procedures

If you agree to participate in this survey, we will ask you some questions about yourself and your antenatal care visit. We will not be telling anyone about your individual answers to the questions, and we will keep all assessment information about you safe and secure. You also do not need to answer any questions on the survey forms that you do not want to. The survey will take about "x" minutes.

If you do not wish to participate in this survey, it will not affect the care given to you by the clinic. If you have questions later, please feel free to ask. You can ask me today or if you have questions later, you can ask _____ (responsible assessment team member).

Thank you very much for your time. Would you like to participate?

Remind participant to keep this information sheet in case there are questions later on.

E. Data Analysis

Antenatal Clinic Client Exit Interview results can be summarized as tables or graphs.

Outcome variables include the following:

- Percentage of pregnant women satisfied with the services they received
- Percentage of women who use antimalarial drugs for treatment and prevention of malaria
- Percentage of women who use ITNs