

## SCCW8. SUPPORT STAFF CAPACITIES INTERVIEW

### USE WHEN YOU WANT TO EVALUATE:

**Outcomes :**

- ✓ Improved capacity of service providers and volunteers

**Intervention types:**

- ✓ Training and skill building sessions to increase the capacity of service providers and volunteers
- ✓ Activities to help people living with HIV/AIDS, hepatitis C or related communicable diseases access resources and services
- ✓ Activities to improve collaboration, coordination and networking

**Worked well with these populations:**

- ✓ People living with or affected by HIV or hepatitis C

**Interventions for:**

- ✓ HIV
- ✓ hepatitis C

### DESCRIPTION

Qualitative interview assessing support workers' (e.g. support group coordinator, outreach workers) capacities to address issues encountered by PLWHIV.

**WHY THIS TOOL MIGHT BE USEFUL FOR COMMUNITY-BASED INTERVENTIONS**

- ✓ Used in a study that validated people living with HIV and/or hepatitis C perception of staff capacities against staff views.
- ✓ Qualitative discussion can identify areas of capacity and lack of capacity that were not anticipated and are otherwise hard to document.

**Developed in:**

- ✓ French

### ADMINISTRATION, DESIGN, SCORING and ANALYSIS CONSIDERATIONS

**ADMINISTRATION**

- Conduct as many interviews as possible.
- Each interview should take about 30 minutes.
- They should be conducted by someone who is not part of the program but who is knowledgeable about the program and the setting. (This is because participants may feel pressured to give positive responses.)
- Tell participants why you are conducting the interviews groups, being clear that it is to evaluate the program and not them, to help make the program better. (For further information on ethical considerations in carrying out evaluations, see [Ethics Resources](#))
- This interview could be sensitive if workers feel their performance is being judged, so make extra sure that they feel safe and that the space is confidential.
- Either record the interviews (with permission) or take notes.

**ANALYSIS**

- From the notes and/or listening to the recording, write down the main ideas that come out of each question in each interview.
- Write a summary of these main themes focussing on the outcomes of the interventions for their priority populations. Ideas can be important even if very few people said them.
- Illustrate the themes with quotes from the interviews, providing that these quotes won't identify participants.



## **IN-DEPTH INTERVIEW GUIDE**

### **INTERACTION WITH PARTICIPANTS**

1. What are the various categories of participants in this program?
2. How do you interact with the program's participants?
3. What are the problems most frequently encountered by the program participants?

### **TREATMENTS**

4. Could you tell me about how participants take their treatment?
5. Do the participants have difficulty using ARVs?
6. What effects does the treatment have on the participants' health?
7. How do you support participants in taking their treatment?
8. How do you assess your ability to support participants in taking their treatment?

### **PSYCHO-SOCIAL SUPPORT**

9. What help do participants receive? In what way?
10. Have you noticed changes in the participants, from a psychological perspective?
11. How are your participants' families involved? What role do their friends play?
12. How do you support participants in a psycho-social sense?
13. How do you assess your ability to support participants in a psycho-social sense?

### **YOUR INFORMATION**

14. What are your sources of information on the HIV/AIDS and Hepatitis C epidemic and care?
15. Do you receive sufficient information? Do you need information? If yes, on what topic? In what way? In what format? For what reasons?

### **RESOURCES**

16. Do you know of other groups or other resources that could help people who work with HIV-positive individuals and their loved ones?
17. If yes, are you in contact with any of them? If no, are you interested in these groups?

***Thank you for your participation in this interview.***

**Source:** adapted from:

de Loenzien, M. (2009). **Implementation of a continuum of care for people living with HIV/AIDS in Hanoi (Vietnam)**. [Institutionnalisation d'un continuum de prise en charge des séropositifs VIH/sida a Hanoi (Viet-Nam).] Cahiers Santé, 19(3), 141-148. doi: <http://dx.doi.org/10.1684/san.2009.0169>