Appendix H

Outcome Evaluation Using Provider Interviews
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The true test of the success, or outcome, of integrated SRH counseling training is whether the participants are conducting such counseling at their service sites and how well they are doing it. This and the appendixes immediately preceding and following it offer tools for evaluating the outcome of this training through observation of client-provider interaction, through interviews with providers, and through anonymous interviews with clients. All three perspectives should be considered to get a complete picture of the possible impact of the training on providers and clients. As noted in “Before the Training Course” (Introduction for the Trainers, page xvii), trainers should determine the evaluation plan with program planners and site administrators prior to conducting the course.

The Provider Interview Form gives a template for exploring the individual provider’s perspective on how well he or she has been able to apply what he or she learned in the training, and what challenges may have been encountered. It is meant to complement the information provided in the Observation Guides, and to answer the question “Why not?” if it is found that the provider is not implementing integrated SRH counseling with clients. It also requests suggestions for improving the training.

Who Can Conduct Outcome Evaluation?
Since competency in counseling is evaluated through observation of counseling and through interviews with participants and clients, such evaluations are necessarily somewhat subjective. To make the observation process as reliable as possible from one evaluation to another, the same individuals should conduct the evaluations each time, and these evaluators should be competent in the skills being evaluated. The trainers should not do the evaluations, although they can help orient local evaluators to the desired outcomes of the training.

When Should Provider Interviews Be Conducted?
Since this interview reflects on the provider’s experience following the training, it would only be carried out at the time of the posttraining observations.

How Can This Information Be Used?
The results of outcome evaluation can be used in many ways:

- Program planners and administrators will want to know if the training had the desired effect on service delivery (i.e., establishing integrated SRH counseling services). If it did not, these tools provide clues for what the barriers are and whether they are training-related or can be traced to other aspects of service delivery.

- Providers will want to know how clients respond to this approach to counseling and how they can improve their skills.

- Trainers will want to know if their training approaches were effective in imparting appropriate knowledge, attitudes, and skills for integrated SRH counseling and how these approaches can be strengthened.

- Finally, EngenderHealth would like to know the outcomes of these trainings in different
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countries, so that lessons learned can be shared both across the agency and throughout the health and development community.

Specific Instructions

• The evaluator should fill out one form for each provider interviewed.

• To encourage candor in the provider’s comments, the interviewer must maintain confidentiality. Therefore, the provider’s name should not be recorded on the form. The site name also should not be recorded on the form, since there may be only one provider interviewed at any site, and this would allow the individual provider to be identified.

• The evaluator should compile a summary of the providers’ interviews after at least four have been conducted in at least two sites. The summary only should be shared with the supervisors, site or program managers, and a representative of the training team. This should be explained to the provider before the interview is started.

• The evaluator should give the original interview forms and a copy of the summary to a local EngenderHealth staff member or send them to:

    Advances in Informed Choice Team
    EngenderHealth
    440 Ninth Avenue
    New York, NY 10001 U.S.A.
    Telephone: 212-561-8000
    Fax: 212-561-8067
    e-mail: info@engenderhealth.org

If the provider answers Question 1 by saying he or she has “not found it appropriate to initiate SRH counseling with clients,” make notes on why this is so, and then skip to Question 5 and complete the rest of the interview. Questions 5 through 8 ask specific questions about problems that have been encountered, and these would definitely be relevant for a trainee who has not done any SRH counseling with clients.
### Provider Interview Form

**Interviewer:** ______________________________  **Date:** __________________

**Instructions**

Obtain a copy of the participant’s action plan (from Session 31 of the training) ahead of time (for Question 7).

Introduce yourself. Explain to the service provider that:

- The purpose of the counseling training that you participated in was to improve your counseling skills to address the range of clients’ SRH needs and concerns.
- The purpose of this interview is to learn how you have been able to apply your training to the provision of SRH services, the challenges you may have encountered, and how the training might be modified to better prepare participants for counseling tasks in SRH service provision.
- Many of the questions are open-ended questions that enable you (the service provider) to share your responses and reactions without being confined to a predetermined range of answers.
- The results of this interview with you and other participants will be shared with program managers, supervisors, and trainers, to make improvements at your work site and in the training itself. If there is only one trainee from your work site, it may be difficult (if not impossible) to ensure confidentiality. However, candor will be appreciated and will yield the most helpful responses.

### Questions

Check off the service provider’s response to each question, or fill in additional explanation, as appropriate.

1. What has been your experience in counseling clients in SRH since you participated in the integrated SRH counseling training?

   - [ ] I initiate counseling with all clients.
   - [ ] I initiate counseling with certain kinds of clients. Examples:
     - ______________________________________________________
     - ______________________________________________________
     - ______________________________________________________
     - ______________________________________________________

   - [ ] I have not found it appropriate to initiate SRH counseling with clients [Go to Question 5]. Explain:
     - ______________________________________________________
     - ______________________________________________________
     - ______________________________________________________
     - ______________________________________________________
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2. What has been the reaction of clients when you have initiated SRH discussions with them? (check as many as apply)
   - Clients seem to have welcomed the discussions (have been open and interested in discussing their issues).
   - Clients have seemed uncomfortable, but have answered questions when asked.
   - Clients have been mostly closed or resistant to discussing anything beyond the primary reason they came to the facility.

3. What do you do to establish rapport and trust with clients?

4. Consider various areas of counseling that were emphasized in the training.
   (a) Helping clients identify and address their individual SRH needs, including the social and sexual context
      • Describe your approach.

      • How effective do you feel this approach has been? Explain.

      • What obstacles have you encountered in using this approach?
(a) Helping clients identify and address their individual SRH needs, including the social and sexual context (continued)

• What have you done when confronted by these obstacles? What support or assistance do you need?


(b) Giving essential information to clients

• Describe your approach.


• How effective do you feel this approach has been? Explain.


• What obstacles have you encountered in using this approach?


• What have you done when confronted by these obstacles? What support or assistance do you need?
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(c) Helping clients assess their own and their partners' risk of unintended pregnancy or HIV and STI infection

• Describe your approach.

• How effective do you feel this approach has been? Explain.

• What obstacles have you encountered in using this approach?

• What have you done when confronted by these obstacles? What support or assistance do you need?

(d) Helping clients reduce their risk

• Describe your approach.
### (d) Helping clients reduce their risk (continued)

- How effective do you feel this approach has been? Explain.

- What obstacles have you encountered in using this approach?

- What have you done when confronted by these obstacles? What support or assistance do you need?

### (e) Helping clients make their own decisions

- Describe your approach.

- How effective do you feel this approach has been? Explain.
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(e) Helping clients make their own decisions (continued)

- What obstacles have you encountered in using this approach?

- What have you done when confronted by these obstacles? What support or assistance do you need?

(f) Helping clients implement their own decisions: Risk assessment

- Describe your approach.

- How effective do you feel this approach has been? Explain.

- What obstacles have you encountered in using this approach?
(f) Helping clients implement their own decisions: Risk assessment (continued)

- What have you done when confronted by these obstacles? What support or assistance do you need?

__________________________________________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________________________________________

(g) Helping clients communicate with a partner about SRH concerns

- Describe your approach.

__________________________________________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________________________________________

- How effective do you feel this approach has been? Explain.

__________________________________________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________________________________________

- What obstacles have you encountered in using this approach?

__________________________________________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________________________________________

__________________________________________________________________________________________________________________________________________________

- What have you done when confronted by these obstacles? What support or assistance do you need?

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5. Remind the provider that the general objectives of the training were to enable participants to carry out the following tasks:

- Help clients assess their own needs for a range of SRH services, information, and emotional support
- Provide information appropriate to clients’ identified problems and needs
- Assist clients in making their own voluntary and informed decisions
- Help clients develop the skills they will need to carry out those decisions

Ask him or her to consider the following questions in terms of their ability to carry out these tasks.

A. REDI or GATHER
   - In what ways has REDI or GATHER been useful in carrying out these counseling tasks, listed above?

   ——
   ——
   ——

   • What problems have you encountered in applying REDI or GATHER?

   ——
   ——
   ——

B. Open-ended questions
   - In what ways have they been useful?

   ——
   ——
   ——

   • What problems have you encountered in posing them?

   ——
   ——
   ——
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C. Listening

• In what ways has this been useful?
  ___________________________________________________________
  ___________________________________________________________
  ___________________________________________________________

• What problems have you encountered in applying this skill?
  ___________________________________________________________
  ___________________________________________________________
  ___________________________________________________________

D. Paraphrasing

• In what ways has paraphrasing been useful?
  ___________________________________________________________
  ___________________________________________________________
  ___________________________________________________________

• What problems have you encountered in applying it?
  ___________________________________________________________
  ___________________________________________________________
  ___________________________________________________________

6. What types of clients, clients' attitudes, or clients' behaviors do you find most challenging in SRH counseling?
  ___________________________________________________________
  ___________________________________________________________
  ___________________________________________________________
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6. What types of clients, clients' attitudes, or clients' behaviors do you find most challenging in SRH counseling? *(continued)*
   - In what ways are they challenging to you?

   __________________________
   __________________________
   __________________________
   __________________________

   - What do you do when confronted by these clients, attitudes, or behavior?

   __________________________
   __________________________
   __________________________
   __________________________

7. How would you describe your progress in implementing your action plan?

   __________________________
   __________________________
   __________________________
   __________________________

   - What obstacles have you encountered in implementing your action plan?

   __________________________
   __________________________
   __________________________
   __________________________

   - What success have you had in overcoming these obstacles? What additional support or assistance do you need?

   __________________________
   __________________________
   __________________________
   __________________________
8. What suggestions do you have for improving the training, to better prepare participants to carry out the tasks of integrated SRH counseling?