

Behavioral Blueprint

For health providers



TIME

90
minutes

GOAL

The Behavioral Blueprints will allow facilitators to:

- Support providers in reflecting on barriers and facilitators to their behavior by considering influence factors at all levels of the system.
- Identify the influencing factors that are impacting providers behaviour.
- Visualize the impact of the different influencing factors on provider behaviour.

HOW DOES IT WORK?

1. The facilitator will present cards of each influencing factor and probe how each of them enables or prevents providers from doing their work well.
2. The facilitator will ask questions to understand the reasons why these cards were considered enablers or preventers.
3. Facilitator will have to lead the conversation and continuously make follow-up questions to dig deeper into the root causes of the challenges and opportunities.
4. The conversations will take an FGD format.
5. The facilitator will ask a lead question to set pace and guide selection of the preventing and enabling factors.
6. The facilitator will lead the conversation / discussion and make follow on questions to dig deeper into the different influencing factors.

MATERIALS NEEDED

- Print out of the interview guide.
- VIIP cards
- Audio recorders, if using/allowed
- Pens

PARTICIPANTS & ROLES

- Number of Participants**
 - Three to four healthcare providers, minimum two (one-on-one interviews)
- Roles:** (both fluent in the preferred languages of the provider)
 - One facilitator
 - One notetaker

Influencing Factor	Questions
Provider	What motivates you to serve your clients?
	What knowledge and skills do you possess to do your work? What knowledge and skills would you need to work better?
	How does the community perceive you in and out of the health facility and how does it affect your work?
Workplace environment	Does your workplace offer you opportunities for continuous professional development?
	Do you have the necessary tools to do your work? How does this affect your work?
	Do you feel your supervisor supports you to do your job?
	How do you feel about your workspace (hygiene, privacy, etc.)?
	Are there opportunities to share and receive feedback from the in charge and your peers? Do you feel your work is appreciated? Why or why not?
Health Systems	What performance tracking mechanisms do you have? How do you feel about them?
	What initiatives do you have to improve provider skills and behavior? How do you feel about them?
	What mechanisms are in place for skills and knowledge transfer after trainings?
	What do you feel about transfer, promotions, and rewards?
Client	Does the age, sex, ethnicity, parity of the client impact how you can deliver quality health services?
	What are some of the client attitudes and beliefs that affect how you do your work?
	Do these influence your ability to deliver quality health services. If yes, how?
	What are some of the clients' expectations of your health services and how do these influence your ability to deliver quality health services?
Community	How do the clients feel about the services at the facility?
	Tell us about the misconceptions in your community, how they influence your work and how you handle them?
	Who are some of the marginalized groups at your health facility and how do you address their health care needs?