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TB CARE II

*Reducing Delays in TB Diagnosis:
Data Collection Tools to evaluate the
cause and frequency of TB delays*

April 2011

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Reducing Delays in TB Diagnosis: Methods to evaluate the frequency and causes of delays

The USAID TB CARE II Project is a global TB control project, designed to provide technical guidance to TB programs in high burden countries to help them address the critical barriers to building effective TB control systems. An effective tuberculosis (TB) control program requires early diagnosis and immediate initiation into treatment to reduce transmission. The implementation of the World Health Organization (WHO) Directly Observed Treatment-Short course (DOTs) strategy has contributed to significant gains, including achievement of an overall 87% treatment success rate among new cases of smear positive TB and identification of 65% of the estimated global number of incident cases. More efforts are needed, however, to rapidly identify the remaining TB cases in order to reduce TB transmission and lessen the impact on communities.

Understanding and identifying the causes of delays in diagnosis and treatment initiation are critical to strengthening TB control programs overall. Passive case finding approaches which are prevalent in many TB programs perpetuate delays by failing both to ensure that the health system regularly captures TB suspects and also by failing to engage the population in understanding their own TB risk, and to build awareness of when and where to seek out TB services.

In 2011-2012, TB CARE II undertook a study to understand TB patients' delays and inform the development of an integrated set of recommendations for TB program managers and service providers regarding the appropriateness of different strategies for reducing patient factor delays in accessing TB diagnostic and treatment services. Led by URC with support from New Jersey Medical School Global TB Institute, the project developed a series of questionnaires which were field tested and applied to conduct field studies in two high burden TB countries (Bangladesh and Swaziland) as part of a qualitative assessment to address specific factors causing TB patient delays. Results and recommendations from the studies will be presented in the forthcoming report **"Reducing Delays in TB Diagnosis: Methods to evaluate the frequency and causes of delays."**

For the purpose of this study, the following definitions were adopted to assess TB delays:

- **TB Total delay:** the time between the onset of TB symptoms and initiation on appropriate TB treatment.
- **TB Patient delay:** the time interval between the onset of symptoms and first contact by a patient with any type of health care service (formal or informal). This period of delay is subdivided further to highlight: 1) the *Primary Patient delay*, the time between the onset of the symptoms and the recognition of those symptoms as a disease that requires assistance from the health sector and 2) the *Patient Access delay*, the interval between the recognition of symptoms to the first contact with a health care system.
- **TB Health System delay:** the time between the first health seeking behavior and receiving TB treatment. The health system delay can be subdivided into: 1) the *TB Diagnostic delay*, the time between the patient's approach to the health system (public, private, healers) and receipt of the diagnosis of tuberculosis and 2) the *TB Treatment delay*, the time interval between tuberculosis diagnosis and initiation of anti-tuberculosis drugs.

Questionnaires/Tools developed

Four types of questionnaires were designed and pilot tested in each country to ensure applicability to each country setting. The questionnaires were developed to address multiple service delivery levels as follows:

- **NTP Manager Questionnaire:** administered to district level personnel within the NTP Program
- **Health Provider Questionnaire:** administered to public and private health providers actively diagnosing and treating TB patients/ suspects
- **TB Community Questionnaire:** administered to the provider or manager of an active TB community organization, NGO (i.e., Community TB DOTS supporters, TB advocacy organization, or other)
- **TB Patient Questionnaire:** administered to patients during the active phase of TB treatment as a health facility exit interview.

The questionnaires used for the study were reviewed following data collection and slight modifications were made based on suggestions which emerged during use in the field.

TB CARE II would like to acknowledge the assistance of the Ministries of Health in Bangladesh and Swaziland, including the NTP managers and counterparts who assisted to review the study design, protocols, and data collection tools, as well as facilitated the process of data collection and provided inputs regarding the findings. TB CARE II is grateful to the field teams who undertook data collection in both countries, and appreciates the support and assistance of the USAID country missions who helped advance the project.

DISCLAIMER

This document is made possible by the support of the American people through the United States Agency for International Development (USAID). The contents of this report are the sole responsibility of TB CARE II, and do not necessarily reflect the views of USAID or the United States Government.



Reducing Delays in TB Diagnosis: Questionnaires/Tools

Exit interviews (TB Patients and Suspects)

Date of interview	DD		MM		YY	
Interview location						
ID no.						

INTRODUCTION AND CONSENT

Hello. My name is _____ and I am working _____(Name of Project and Country). We are conducting a survey to improve health services for TB patients and TB suspects.

We would like to ask you a few questions about the care you've received and the information you've been given. Your opinions are very important to us. Your answers will be kept confidential and your name will not be written on the survey so there will be no possibility to identify you. Your participation in this study is voluntary and you can withdraw from the interview at any moment without any negative consequences for you.

The survey will take about 30 minutes of your time. Do you have any questions?

Do you agree to participate in this survey? ___Yes ___No

Signature of interviewer: _____ or Verbal consent provided _____

Name of Interviewer: _____

Questionnaire: Patient with TB

For: Patients currently on active TB treatment

No	Questions and filters	Coding Categories	Skip
	Patient information		

101	Gender:	1. Male 2. Female	
102	Age:	_____years	
103	Marital status	1. Cohabiting 2. Single- Never married 3. Single- divorced/separated 4. Widow	
104	Number of children living in the household:		
105	Education	1. Advanced/colleague 2. Primary-secondary 3. No formal education	
106	Occupation	1. Professional 2. Independent 3. Temporary 4. Housewife 5. Unemployed	
107	Residence	1. Urban 2. Suburban 3. Rural 4. Homeless 5. Other	
108	(Ethnicity)		SKIP

Patient knowledge			
109	Do you know what TB is?	1. Yes 2. No	
110	Do you think that TB a serious disease?	1. Yes 2. No	
111	What in your own opinion causes TB?	1. Infection 2. Punishment 3. Unavoidable 4. Don't know 5. Others	
112	What are the symptoms of someone infected with TB?	1. Cough for more than 3 weeks 2. Sputum with blood 3. Fever 4. Weight loss 5. Don't know	
113	How a person can get TB? (TB transmission)	1. Through gems present in air droplets expelled in the cough 2. Sharing utensils objects with an infected person	

		3. Others (food, water, etc) 4. Don't know	
114	Do you know how TB is diagnosed?	1. TB is diagnosed through sputum examination 2. TB is diagnosed through X-ray 3. Other 4. Don't know	
115	Do you know that TB can be cured?	1. Yes 2. No	
116	Do you know what some cases of TB will require a longer treatment to be cured (MDR-TB)?	1. Yes 2. No	

Attitude towards TB			
117	Do you think TB patients should be helped with?	1. TB medicines for free 2. Food support 3. Transportation support to access health centers 4. Other	
118	Should people with TB disclose their illness to other people?	1. Yes 2. No	
119	Who do you think is more likely to get TB, men and women?	1. Men 2. Women	
120	How did you feel when you found out that you had TB?	1. Scared 2. Depressed 3. Didn't believe (denial) 4. Other	
121	Did you inform your friends/ family that you had TB?	1. Yes 2. No	
122	Why or why not?		
123	Have your relationships with your friends/ family changed since finding out you have TB?	1. Yes 2. No	→ 124 → 125
124	How?		
125	Are people with TB being discriminated against in the community?	1. Yes 2. No	
126	Are male or female TB patients more discriminated against?	1. Male 2. Female	

127	Have you been afraid you may lose your job if it is known you have TB?	1. Yes 2. No	
128	(For women) Do you think that TB will affect your ability to become pregnant/ have healthy children?	1. Yes 2. No	
129	(For women) Do you need permission from your husband or relatives to access health services?	1. Yes 2. No	

Access to TB Diagnosis			
130	How far is your home from this health facility? (distance or time)	_____ hours or _____ Km	
131	Is there other health facility closer to your home?	1. Yes 2. No	
132	Is the health center easy to get to (accessibility/ convenience of transport)	1. Yes 2. No	
133	Do you have to pay for transportation to get to the health center?	1. Yes 2. No	→ 134 → 135
134	How much?		
135	Do you have to pay to see a health provider?	1. Yes 2. No	→ 136 → 137
136	How much?		
137	Do you have to pay to see have the lab test done?	1. Yes 2. No	→ 138 → 139
138	How Much?		
139	Does the health center have convenient hours?	1. Yes 2. No	

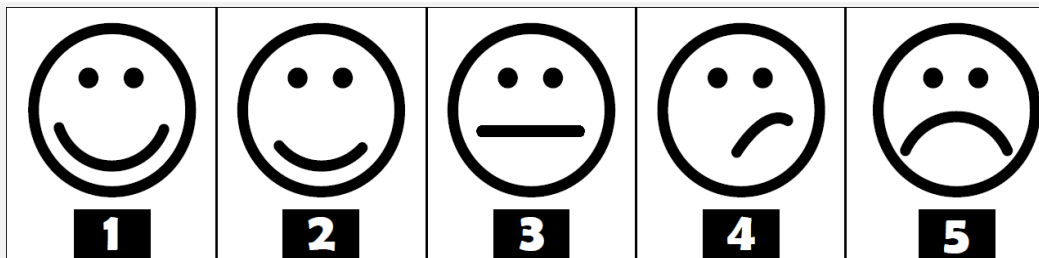
Health seeking behavior (patients with TB)			
140	Where did you first seek treatment when you became ill?	1. Self treated 2. Traditional healer 3. Public clinic/ Hospital/ Health Center 4. Private practitioner 5. Pharmacist/vendor 6. Other	
141	Why?	1. Was cheaper 2. Was closer 3. More convenient schedule 4. Better care received 5. Better attitude form health workers 6. Trusted more 7. Others	

142	Did you seek treatment from somewhere else?	1. Yes 2. No	→ 143 → 144
143	From whom	1. Traditional healer 2. Public clinic/ Hospital/ Health Center 3. Private practitioner 4. Pharmacist/vendor 5. Others	
144	Did you think you had TB?	1. Yes 2. No	
145	Where would you prefer to be treated for TB?	1 Government 2. Private 3. Other	

Estimation of delays			
146	How long were you sick before you first sought treatment?	1. _____ Days 2. _____ Weeks 3. _____ Months	
147	What were the first symptoms you had to seek treatment?	1. Cough for more than 3 weeks 2. Sputum with blood 3. Fever 4. Weight loss 5. Tired/weak 6. Dizzy 7. Chest pain 8. Night sweat 9. Other	
148	Did you take any treatment before you were diagnosed with TB?	1. Yes 2. No	→ 149 → 151
149	Which treatment?		
150	After you were given the treatment, Did your symptoms	1. Improved 2. Worsened 3. Same	
151	Why did you choose to come to this health facility?	1. Close 2. Been Here Before 3. Friend/ family recommend 4. Referred 5. Know provider 6. Other	
152	Were you informed about the possibility of having TB?	1. Yes 2. No	→ 153 → 156

153	When were you informed?	1. First visit 2. Other visits	→ 157 → 154
154	How many visits more to be informed on the possibility of TB?	_____ (Number)	
155	With whom did you have repeated visits	1. With the same health provider 2. Different providers in the same facility 3. Different providers (healer, private, government, etc)	
156	If not, what other diagnoses were sought?	1. Respiratory infection 2. Malaria 3. HIV/AIDS 4. Other	
157	What type of health facility made the initial TB diagnosis:	1. Government 2. Private 3. Other	
158	Where you diagnosed in this facility?	1. Yes 2. No	
159	How long did it take since you first seek health attention until you were informed you had TB?	1. _____ Days 2. _____ Weeks 3. _____ Months	
160	How long did it take from when you were informed you had TB to begin treatment?	1. _____ Days 2. _____ Weeks 3. _____ Months	
161	What factors may have made you delay seeking treatment for symptoms that led to the diagnosis of TB?	1. Not aware of the severity of my symptoms 2. Fear of rejection/ losing my job 3. Expensive 4. Lack of time 5. Difficult access to health center/transportation issues 6. Not having a previous satisfactory experience with the health system 7. Others	
162	Who do you think can better reduce the delay in the diagnosis and treatment for TB?	1. The patient 2. The family 3. The health system 4. The government 5. Others	

Patient Satisfaction/ Feedback on Providers (likert scale)



163	Are the health care providers supportive and respectful of people who have TB?	1 2 3 4 5	
164	If not, in your opinion, why not?		
165	Before coming for diagnosis/ treatment, did you expect that the providers would be supportive and respectful of people who have TB?	1 2 3 4 5	
166	Do most people in your community believe they will be treated supportively and respectfully by health care providers if they have TB?	1 2 3 4 5	
167	Are you happy with the service you are getting from this facility?	1 2 3 4 5	
168	Is the level of service you are getting from this facility	1. Better than you expected 2. About what you expected 3. Not as good as you expected	
169	Have health care workers answered all of your questions concerning TB?	1 2 3 4 5	
170	Are you satisfied with treatment received from other health workers?	1 2 3 4 5	
171	Are you satisfied with clinic schedule?	1 2 3 4 5	
172	Are you satisfied with waiting time in the clinic?	1 2 3 4 5	
173	Are you satisfied with cost of consultation?	1 2 3 4 5	
174	Are you satisfied with cost of treatment?	1 2 3 4 5	
175	Are you satisfied with availability of drugs at the health center?	1 2 3 4 5	
176	Are you satisfied with you treatment partner/ DOTS supporter?	1 2 3 4 5	
Sources of information and social support			
177	Did you receive information about TB in the 6 months before you were diagnosed?	1. Yes 2. No	→ 178
178	Where do you receive most of your health information?	1. Health provider 2. Pharmacist 3. Friend/ Family 4. Media (what type) 5. Other	



Reducing Delays in TB Diagnosis: Questionnaires/Tools

**Community assessment tool: For Leader/ Manager of Community DOTS group/
TB NGO/ TB patient advocate group**

Date of interview	DD		MM		YY	
Interview location						

INTRODUCTION AND CONSENT

Hello. My name is _____ and I am working _____(Name of Project and Country). We are conducting a survey to improve health services for TB patients and TB suspects.

We would like to ask you a few questions about the care you’ve received and the information you’ve been given. Your opinions are very important to us. Your answers will be kept confidential and your name will not be written on the survey, so there will be no possibility to identify you. Your participation in this study is voluntary and you can withdraw from the interview at any moment without any negative consequences for you.

The survey will take about 30 minutes of your time. Do you have any questions?

Do you agree to participate in this survey? ___Yes ___No

Signature of interviewer: _____

Name of Interviewer: _____

Questionnaire: Community Leader/ NGO working in the community

For: Community TB DOTs supporters / Shayshto shebika, village doctor depending on the geographical coverage of respective NGOs

Name of organization: _____

Role of respondent: _____

No	Questions and filters	Coding Categories	Skip
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Organization working with TB patients in the community			
101	How many people live in this community?	Aprox.	
102	How many of them with TB diagnosis?	Aprox.	
103	How many TB patients does your organization work with?	Aprox.	
104	Which TB activities do you perform?	1. Community TB DOTS supporters 2. TB Advocacy 3. Other (explain)	
105	Do you work with MDR TB patients?	1. Yes 2. No	
106	Do you work with TB/HIV co-infected patients?	1. Yes 2. No	
107	With whom do you mostly work? Circle all that apply	1. TB Men 2. TB Women 3. TB/HIV 4. TB Children 5. All	

Leader knowledge			
108	Do you think that TB a serious disease?	1. Yes 2. No	
109	What in your own opinion causes TB? Circle all that apply	1. Infection 2. Punishment 3. Unavoidable 4. Don't know	
110	What are the symptoms of someone infected with TB? Circle all that apply	1. Cough for more than 2 weeks 2. Sputum with blood 3. Fever 4. Weight loss 5. Don't know	
111	How a person can get TB? (TB transmission) Circle all that apply	1. Through gems expelled in the cough 2. Sharing utensils objects with an infected person 3. Others (food, water, etc) 4. Don't know	

112	How TB is diagnosed? Circle all that apply	1. TB is diagnosed through sputum examination 2. TB is diagnosed through X-ray 3. Other 4. Don't know	
113	Do you know that TB can be cured?	1. Yes 2. No	
114	Do you know what some cases of TB will require a longer treatment to be cured (MDR-TB)?	1. Yes 2. No	

Community leader/NGO attitude towards TB			
115	Are TB patients being helped and given enough support in the community?	1. Yes 2. No	
116	Should people hide their TB illness from people's knowledge?	1. Yes 2. No	
117	In your community, who is more likely to get TB, or men and women?	1. Men 2. Women	
118	Do you think that relationships are affected when the community members find out that friend/family member has TB? How?	1. Yes 2. No	
119	Are people with TB being discriminated against in the community?	1. Yes 2. No	
120	Are male or female TB patients more discriminated against?	1. Male 2. Female	
121	Are people afraid of losing their job if they have TB?	1. Yes 2. No	
122	Do you think that TB will affect women's ability to become pregnant or have healthy children?	1. Yes 2. No	
123	Do women in the community need permission from husband or relatives to have access to health services?	1. Yes 2. No	

Community leader/ NGO: Access to TB Diagnosis			
124	How far is the health facility that diagnoses and treats TB? (distance or time)	_____ hours or _____ Km	
125	Is there other health facility closer to the village?	1. Yes 2. No	
126	Is the health center easy to get to (accessibility/ convenience of transport)	1. Yes 2. No	

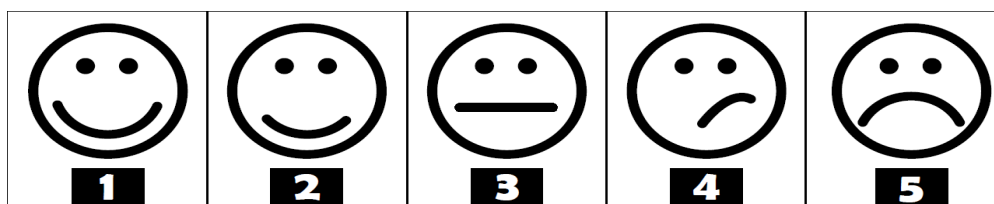
127	Do people have to pay for transportation to get to the health center?	1. Yes 2. No	→ 128 → 129
128	How much do they have to pay?		
129	Do they have to pay to see a health provider?	1. Yes 2. No	→ 130 → 131
130	How much?		
131	Do they have to pay to see have the lab test done?	1. Yes 2. No	→ 132 → 133
132	How Much?		
133	Does the health center have convenient hours?	1. Yes 2. No	→ end → 134
134	Explain		

Community leader/ NGO: Health seeking behavior /health center support			
135	Where do people in the community usually seek treatment when they became ill with TB? Circle all that apply	1. Self treated 2. Traditional healer 3. Public clinic/ Hospital/ Health Center 4. Private practitioner 5. Pharmacist/vendor	
136	Do people take treatment (self-prescribed) before they go to the clinic for diagnosis?	1. Yes 2. No	→ 137 → 138
137	Explain		
138	Are people being asked for symptoms of TB in the nearest health clinic?	1. Yes 2. No	
139	Are people being asked for symptoms of TB by health providers at the community (active finding)?	1. Yes 2. No	
140	What type of health facility made the initial TB diagnosis:	1. Government 2. Private 3. Other	
141	Where people prefer to be treated for TB?	1. Government 2. Private 3. Other	

Estimation of delays	
Please answer the questions below based on your experiences with the TB patients you work with	

142	On average, how long are patients ill before going to the health center for TB diagnosis?	1. _____ Days 2. _____ Weeks 3. _____ Months	
143	How many times do patients usually have to go to the health center until they get a diagnosis of TB?	_____ (Number)	
144	How long does it takes for people to receive treatment once they are diagnosed with TB?	1. _____ Days 2. _____ Weeks 3. _____ Months	
145	In your opinion, please RANK (1-6) the following causes of TB treatment delays in order of priority	____ Patient lack of awareness of TB ____ Patient difficulty accessing health center ____ Patient preference for informal or health providers ____ Length of time to send/ receive tests at facility ____ Provider uncertainty regarding testing/ treatment protocols ____ Other (explain)	
146	Are any steps being taken (by your organization or others) to reduce these difficulties?	1. Yes 2. No	→ 147 → 148
147	Explain		
148	How can the TB program in the district help to reduce TB delays?		
149	Does the program provide any financial and non-financial support to improve patient adherence (i.e., nutritional supplements)?	1. Yes 2. No	→ 150 → end
150	Explain		

Community leader/NGOs: Patient satisfaction



151	Are people satisfied with the service they get from the health facility	1 2 3 4 5
152	Do most people in your community believe they will be treated supportively and respectfully by health care providers if they have TB?	1 2 3 4 5

153	Are the health care providers supportive and respectful of people who have TB?	1	2	3	4	5
154	Do the health providers have the knowledge to diagnose TB?	1	2	3	4	5
155	Did health providers collaborate and meet with you to organize and support TB activities in the community?	1	2	3	4	5
156	Have health care workers answered all of your questions concerning TB?	1	2	3	4	5
157	Are people satisfied with waiting time in the clinic?	1	2	3	4	5
158	Are people satisfied with cost of consultation?	1	2	3	4	5
159	Are people satisfied with cost of treatment?	1	2	3	4	5
160	Are people satisfied with the availability of drugs at the health center?	1	2	3	4	5

Sources of information and social support

161	Do people in the community watch TV regularly?	1	2	3	4	5
162	Do people in the community listen to the radio regularly?	1	2	3	4	5
163	Do people in the community read newspapers?	1	2	3	4	5
164	Where do people in the community get information about health? Circle all that apply	1. Health center 2. Mosque, church... 3. Market days 4. Mass media 5. Others				
165	Where do people in the community get information about TB? Circle all that apply	1. Health center 2. Mosque, church... 3. Market days 4. Mass media 5. Others				



Reducing Delays in TB Diagnosis: Questionnaires/Tools

Facility assessment tool for: Health care providers from health NTP units, health government facilities, private practitioners, community health workers

Date of interview	DD		MM		YY	
Name of health facility						
Type of facility						
Location of facility (i.e., district name)						
Name of observer						
Respondent position	<input type="checkbox"/> Health Assistant <input type="checkbox"/> Family Welfare Assistant <input type="checkbox"/> Family Welfare Assistant <input type="checkbox"/> Community clinic health care provider <input type="checkbox"/> Private <input type="checkbox"/> Other					

INTRODUCTION AND CONSENT

Thank you for taking the time to meet with me today. My name is _____ and I am working _____ (Name of Project and Country). We are conducting a survey to improve health services for TB patients and TB suspects.

We would like to ask you a few questions about the care provided in this facility. Your opinions are very important to us to provide with recommendations to improve the diagnosis and treatment of patients with TB. Your answers will be kept confidential and your name will not be written or disclosed on the survey, so there will be no possibility to identify you. Your participation in this study is voluntary and you can withdraw from the interview at any moment without any negative consequences for you.

The survey will take about 30 minutes of your time. Do you have any questions?

Do you agree to participate in this survey? ___Yes ___No

Signature of interviewer: _____

Name of Interviewer: _____

Questionnaire for health care providers

For: TBHC (Health Assistant, Family Welfare Assistant and Community clinic health care provider) / Private health providers actively screening and treating TB patients

No	Questions and filters	Coding Categories	Skip
Health clinic General			
101	What is the average distance from the furthest community/ village in this facility catchment area?	_____ hours or _____ Km	
102	How do people get to this facility?	1. Walking 2. Their own transportation (Bicycle, animal...) 3. Public transportation 4. Other	
103	Days of the week the clinic is open (circle as appropriate)	M T W Th F Sa Su	
104	Schedule of patient attention	1. 8 hours 2. 8 hours + on call 3. 12 hours 4. 12 hours + on call 5. 24 hours 6. Other	
105	Health facility staff	Staff in the health center	Number
		1. UH&FPO	
		2. MO	
		3. TLCA	
		4. Medical technologist	
		5. Nurse	
		6. Health Inspector	
		7. Pharmacist	
		8. Health Assistant	
9. Others			

Volume of Patients

106	Number of Tb suspect patients seen in the clinic per month	Exact number	
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107	Number of TB diagnosis per month	Exact number	
108	Number of TB patients on treatment	Exact number	
Capacity building			
109	Do you have an Essential Drugs List available in the clinic?	1. Yes 2. No	
110	Do you have Guidelines on Infection Prevention and Control available in the clinic?	1. Yes 2. No	
111	Do you have Guidelines on the management of Drug Resistant TB available in the clinic?	1. Yes 2. No	
112	Do you treat patients with TB?	1. Yes 2. No	→ END
113	Did you receive any training in TB?	1. Yes 2. No	→ 114 → 116
114	How often did you receive training/update in TB?	1. _____ Months 2. _____ Years	
115	When was the last TB training conducted?	__/____ (mm/yyyy)	
116	Do you have a TB focal person in the facility?	1. Yes 2. No	

Diagnosis and Treatment Delays			
117	What criteria are used to identify TB suspects in this facility? (Circle all that apply)	1. Contacts of active TB 2. HIV living in TB endemic area 3. Cough for more than 3 weeks 4. No response to antibiotics (no anti TB drugs) 5. Others	
118	What investigations are conducted for TB suspects? (Circle all that apply)	1. Sputum smear 2. Chest X-ray 3. TST/MT 4. TB Symptoms 5. Others	
119	Is this facility a reference center for TB suspects?	1. Yes 2. No	→ 120 → 121
120	From where do you receive referrals for TB management	1. Government facilities 2. Private doctors 3. NGOs facilities 4. Other (Explain)	

121	On average, how long are patients symptomatic before they present to the clinic to be screened?	1. _____ Days 2. _____ Weeks 3. _____ Months	
122	Do (in your experience) symptomatic patients receive treatment for their symptoms before presenting for TB screening/ diagnosis?	1. Yes 2. No	→ 123 → 125
123	What proportion of symptomatic patients received treatment for TB symptoms before presenting for TB screening/diagnosis?	1. <25% 2. 25-50% 3. 50-75% 4. >75%	
124	Of those patients treated, the majority are	1. Self treated 2. Treated by private provider 3. Treated by other government clinic 4. Treated by pharmacist/druggist 5. Others	
125	What is the average time for the microscopy (AFB) results in your facility?	1. Days 2. One week 3. More than one week	→ 126
126	How many weeks?	_____ weeks	
127	On average, how long does it take to diagnose a symptomatic patient with TB in this clinic?	1. _____ Days 2. _____ Weeks 3. _____ Months	
128	Is TB diagnose longer:	1. For men 2. For women 3. About the same	
129	What is the average time taken from getting TB diagnostics results and starting patient on treatment?	1. _____ Days 2. _____ Weeks 3. _____ Months	
130	In your opinion, please RANK (1-6) the following causes of TB treatment delays in order of priority	_____ Patient lack of awareness of TB _____ Patient difficulty accessing health center _____ Patient preference for informal or health providers _____ Length of time to send/ receive tests at facility _____ Provider uncertainty regarding testing/ treatment protocols _____ Other (explain)	
131	Have you had any TB drug shortages over the last year?	1. Yes 2. No	→ 132 → 133
132	How frequently?		

133	Did you diagnose or treat MDR-TB during last year?	1. Yes 2. No	→ 134 → end
134	How long did it take to have the results of AFB culture?	1. _____ Days 2. _____ Weeks 3. _____ Months	
135	How long did it take to have the results of AFB culture and the susceptibility testing (DST)?	1. _____ Days 2. _____ Weeks 3. _____ Months	
136	Did you have second line drugs available to treat MDR-TB?	1. Yes 2. No	
137	Did patients diagnosed with MDR-TB suffer delays to receive their treatment?	1. Yes 2. No	→ 138 → end
138	How much time?	1. _____ Days 2. _____ Weeks 3. _____ Months	
139	What were the main causes for delay to receive treatment in MDR-TB patients?	1. No second line drugs available 2. No MDR-TB Beds available in the facility 3. Patient refusal 4. Patient died before treatment initiation 5. Other (explain)	

Patient education and counseling			
140	Do you offer in this facility education and counseling for all TB patients?	1. Yes 2. No	→ 141 → 147
141	Who is responsible for providing TB counseling in you facility?	1. Doctor 2. Nurse 3. Social worker 4. CHW 5. TLCA 6. Others	
142	Do you also provide HIV/TB counseling services at this facility?	1. Yes 2. No	
143	Do you offer education and counseling for MDR-TB patients?	1. Yes 2. No	
144	When most TB patient suspects come to the health facility, do they already have knowledge about TB?	1. Yes 2. No	

145	Does your facility have a mechanism for evaluation of patient satisfaction with TB services?	1. Yes 2. No	
146	What topics are covered in patient education? (Choose all that apply)	1. TB symptoms 2. Treatment adherence 3. Contact screening 4. Treatment side effects 5. TB and HIV 6. Healthy lifestyle/nutrition	
147	Are there support groups for the patients?	1. Yes 2. No	
148	Do TB patients receive economic support for transportation?	1. Yes 2. No	
149	Do TB patients receive food/nutrition support?	1. Yes 2. No	
150	Are vulnerable groups for TB being identified?	1. Yes 2. No	
151	Are vulnerable groups being actively approached for TB screening?	1. Yes 2. No	



Reducing Delays in TB Diagnosis: Questionnaires/Tools

NTP Program management assessment tool: for Regional level personnel within the National TB Program

Date of interview	DD		MM		YY	

Health Region/District
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INTRODUCTION AND CONSENT

Thank you for taking the time to meet with me today. My name is _____ and I am working _____ (Name of Project and Country). We are conducting a survey to improve health services for TB patients and TB suspects.

We would like to ask you a few questions about the care provided in this facility. Your opinions are very important to us to provide with recommendations to improve the diagnosis and treatment of patients with TB. Your answers will be kept confidential and your name will not be written or disclosed on the survey.

The survey will take about 30 minutes of your time. Do you have any questions?

Do you agree to participate in this survey? ___Yes ___No

Signature of interviewer: _____

Name of Interviewer: _____

Program Manager

For: District level personnel within the National TB Program

No	Questions and filters	Coding Categories	Skip
General information			
101	Population covered in the health District		
102	Estimated TB disease burden		
103	Estimated HIV prevalence		
104	Is there a functional District management team?	1. Yes 2. No	→ 105 → 107
105	How often does it meet? Circle what apply	1. Bimonthly 2. Quarterly 3. 6 months 4. Annually	
106	Is TB and HIV discussed in these meeting	1. Yes 2. No	
107	Are TB and HIV activities integrated in this District?	1. Yes 2. No	
108	Facilities diagnosing and treating TB in the Region		Number
		Hospitals	
		Community health centre	
		Clinic	
		NGO	
109	Personnel trained in TB in the Region		Number
		Doctors	
		Nurses	
		Pharmacist	
		Pharmacy assistants	
	Other		
Capacity building			
110	What types of TB trainings are conducted for staff?	1. National training 2. Regional trainings 3. Training in the facility 4. Peer-training in the facility 5. Computer/on line training	
111	How often are TB-related trainings conducted for staff?	1. Semi-annually 2. Annually 3. When needed 4. Other	
112	Do TB trainings for staff include active case finding?	1. Yes 2. No	
113	Are private practitioners being trained in TB diagnosis and treatment?	1. Yes 2. No	

114	Are pharmacists being provided with information on where to refer patients with possible TB symptoms?	1. Yes 2. No	
115	Are any incentive system put in place to improve patient TB diagnostics?	1. Yes 2. No	

TB services access and TB delay identification			
116	Do you think that people in this District has good access to TB services?	1. Yes 2. No	→ 118 → 117
117	What are the major barriers for the population to access government run TB services? Circle all that apply	1. Lack of self awareness of TB symptoms 2. Fear of isolation or lost job due to TB diagnosis 3. Lack of economic resources 4. Preference for traditional medicine/healers 5. Preference for private practitioners 6. Others:	
118	Do you think that people in this region has important delays in TB diagnosis?	1. Yes 2. No	→ 119 → 121
119	What do you think are the causes of delay in TB diagnosis? Circle all that apply	1. Patient don't go to the health facilities 2. Health facilities don't suspect and referred suspected patients to TB services for diagnosis 3. Health providers take a long time to suspect a TB diagnosis 4. TB Laboratory test results take a long time 5. Reduced availability of TB laboratories in the region 6. others:	
120	In your opinion, please RANK (1-6) the following causes of TB diagnosis delays in order of priority	<input type="checkbox"/> Patient lack of awareness of TB <input type="checkbox"/> Patient difficulty accessing health center <input type="checkbox"/> Patient preference for informal or health providers <input type="checkbox"/> Length of time to send/ receive tests at facility <input type="checkbox"/> Provider uncertainty regarding testing/ treatment protocols <input type="checkbox"/> Other (explain)	
121	Do you think that people in this region has important delays in TB treatment?	1. Yes 2. No	→ 122 → 123

122	What do you think are the causes of delay in TB treatment? Circle all that apply	<ol style="list-style-type: none"> 1. Lack of TB drug availability in the facilities 2. Difficulties of patients following DOTs (time/transportation/economic) 3. Lack of coordination within the clinic to provide TB treatment 4. Patient refusal/delay in accept the TB treatment 5. TB services overwhelmed 6. Other (explain) 	
123	Have you identify what are the vulnerable populations in this region for TB delay in diagnosis and treatment	<ol style="list-style-type: none"> 1. Yes 2. No 	
124	In your opinion, what are the vulnerable populations for TB delay in this Region? Circle all that apply	<ol style="list-style-type: none"> 1. People living in rural areas 2. People of very low resources (very poor) 3. Women (stigma) 4. Men (fear loss job) 5. Children 6. People in prisons 7. Migrant populations (shepherds, miners...) 8. Other (explain) 	
125	In your opinion, please RANK (1-8) in order of magnitude what the vulnerable populations are for TB delay in diagnosis and treatment	<p>_____ People living in rural areas</p> <p>_____ People of very low resources (very poor)</p> <p>_____ Women (stigma)</p> <p>_____ Men (fear loss job)</p> <p>_____ Children</p> <p>_____ People in prisons</p> <p>_____ Migrant populations (shepherds, miners...)</p> <p>_____ Other (explain)</p>	
126	In your opinion what is the major cause of TB delay in this region. Circle one	<ol style="list-style-type: none"> 1. Patient related 2. Health provider related 3. Health system related 4. Other (explain) 	

127	In your opinion where bottlenecks for TB delay occurs in this Region? Circle all that apply	<ol style="list-style-type: none"> 1. Patient delay accessing TB services 2. Delay in TB suspicion by health provider 3. Delay in referring the patient to TB services for diagnosis within the health facility 4. Delay in TB diagnostics services 5. Delay in providing TB treatment 	
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TB communication			
128	Are TB messages being communicated to the population	<ol style="list-style-type: none"> 1. Yes 2. No 	→ 129 → 131
129	How the information on TB is communicated to the population?	<ol style="list-style-type: none"> 1. Health center 2. Mosque, church... 3. Market days 4. Mass media 5. Others 	
130	How frequently are TB messages are communicated?	<ol style="list-style-type: none"> 1. Duration of Campaigns 2. Continuously in health facilities 3. Periodically through mass media 4. Others 	
131	Do the TB messages target TB vulnerable and difficult to reach populations?	<ol style="list-style-type: none"> 1. Yes 2. No 	

TB access and support activities			
132	What is the catchment area of a health center with TB diagnostic capability in the District	_____ People	
133	Are interventions being put in place to improve access to TB services?	<ol style="list-style-type: none"> 1. Yes 2. No 	→ 134 → 135
134	What interventions are being carried out?	<ol style="list-style-type: none"> 1. Communication campaigns 2. Coordination of referral for TB suspects 3. Reach out to vulnerable populations 4. Other 	
135	Do you have a system to coordinate TB referrals from other health programs?	<ol style="list-style-type: none"> 1. Yes 2. No 	→ 136 → 137

136	Which are those programs	1. MNCH 2. HIV 3. Pediatrics 4. Others	
137	Do you consider an active case finding approach for TB diagnosis?	1. Yes 2. No	→ 138 → 139
138	In which circumstances will you conduct active case finding?	1. TB active contacts 2. Pediatric contacts 3. HIV/AIDS 4. HCW 5. Other	
139	Do you reach out to migrant populations (shepherds, miners, farmers...) for TB case finding?	1. Yes 2. No	
140	Do you have any regulatory framework put in place to protect TB patients?	1. Yes 2. No	→ 141 → 142
141	What the regulatory framework considers. Circle all that apply	1. Work lay-off 2. Support and care services 3. Health care worker compensation 4. Others	
142	Does the program provide any financial support to improving patient access to TB services?	1. Yes 2. No	
143	Do TB patients receive economic support for transportation?	1. Yes 2. No	
144	Do TB patients receive food/nutrition support?	1. Yes 2. No	
145	Are TB services free of charge for all patients?	1. Yes 2. No	
146	Are TB services free of charge for all poor patients?	1. Yes 2. No	
147	Are there support groups for TB patients?	1. Yes 2. No	

Drugs procurement and supply			
148	Is there a regulatory framework for selling TB drugs?	1. Yes 2. No	
149	Is a prescription required to obtain TB medication?	1. Yes 2. No	
150	Has the District experienced any shortages of TB drugs in the past year	1. Yes 2. No	→ 151 → 154

151	For how long?	1. One month 2. Between 1-3 months 3. Between 3-6 months 4. More than 6 months	
152	Did it result in patient interruption of treatment?	1. Yes 2. No	
153	What were the reasons for the shortages?		
154	Have there been shortages of lab supplies (for TB diagnosis) in the past year?	1. Yes 2. No	→ 155 → end
155	What were the reasons for this?		

Laboratory services			
	Laboratories in the District/Region performing:	Number of laboratories	Average TAT*
156	1. Microscopy		
	2. Culture		
	3. Drug Susceptibility tests		
156	Are the TB specimen transported for analysis in a leak-proof closed container?	1. Yes 2. No	
157	How often does the transport collect specimen from the facilities. Circle what applies	1. Daily 2. Every 2-3 days 3. Weekly	
158	Are specimens refrigerated if collection takes place in more than 24 hours?	1. Yes 2. No	
	* TAT: laboratory turnaround time		