

ANNEX 2: INTERVIEW SCRIPT TEMPLATE

NOTE:

- *This script will be tailored to specific types of respondents, and the appropriate questions will be asked (or modified/added, as necessary; for example, beneficiaries will not be asked about the history/background of the project, etc.). Interviews will be conducted in Arabic, English or French. In addition, probes will be used to obtain more in-depth information as required.*

INTRODUCTION AND CONSENT

Hello, my name is [YOUR NAME] and I am part of a team that is conducting an evaluation of the MSF's reconstructive surgery project. We would like to ask you some questions that will aid MSF in learning lessons from the project and its implementation, which will help MSF improve future projects and interventions.

The interview will take about 45 minutes, and all your responses will be kept fully confidential and will not be conveyed back to MSF. We will not record the interview, but will take detailed notes. Your identity will not be used, and data will be reported only in the aggregate, so there will be no way for anyone to identify you or your responses.

Your participation is voluntary and you may stop and withdraw from the interview at any time. By declining to be interviewed, withdrawing or not answering some questions will not affect your relationship with MSF (for patients – nor will it affect your treatment).

If you have any questions or concerns please feel free to contact me [GIVE CONTACT INFORMATION].

Are there any questions I can answer for you now?

If you are ok, do I have your permission to begin the interview?

Date of interview:	Interviewer:
Role of the interviewee in project:	Time (From/to):

RELEVANCE

- Was the project initiated on the call of national partners (Government, civil society organizations, religious entity) or by MSF initiative?
- Can you tell me about the needs assessment that was done prior to the project? (Probe – when and how done, by whom, degree of community and local involvement, findings, and conclusions, etc.).

- What is your understanding of the term “reconstructive surgery”? Can you define it? How does MSF define it?
- Can you describe the context and environment (social, political, economic, medical, etc.) at the time? (Probe – role of MoH, nature of violence and injuries, care pathway of injured, role of other NGOs/providers, existing MSF work, etc.)
- What was the project design and plan when it was established? (Probe – resources, staff, finances, clinical processes, admission criteria, patient numbers and access, community and government support, linkages with other providers, expected outcomes, congruence with identified needs, etc.)
- Can you tell me how the context and environment (social, political, economic, medical, etc.) evolved since the project started? What changes have been made in response?
- In your opinion, what could have been improved with respect to the projects planning and initiation? Its response as the context evolved?
- What are the strengths and weaknesses of the project till date?

COHERENCE

- Can you describe what other activities MSF was conducting in the region at the time the project started?
- How did this project fit (link, coordinate) with these activities? (Probe – complementary, supplementary, competing, etc.) Did this fit (link, coordination) change over time? (Probe – what were the changes, were they appropriate or not and why, what were they in response to, etc.).
- Was the project in line with MSF priorities and objectives? Why or why not?
- Can you describe the national (or regional) policies that affect reconstructive surgery? Who are the players locally in this field? (Probe – MoH, other public and private hospitals, NGOs, civil society organizations, etc.) What was their role?
- How did the project fit into the activities of these other players? (Probe – complementary, supplementary, competing, etc.) Did this fit (link, coordination) change over time? (Probe – what were the changes, were they appropriate or not and why, what were they in response to, etc.).
- In your opinion, what can be (or could have been) done to improve the project fit (linkage and/or coordination) within existing MSF activities? With other regional/local providers?

EFFECTIVENESS

- In your opinion, how is project effectiveness measured?
- How effective has the project been till date? (Probe – has it met log frame indicators? comparison with other local/regional providers, etc.)
- What factors have facilitated (or impeded) the achievement of these results? What could have been done differently to achieve the expected (or better) outcomes?

EFFICIENCY

- Can you briefly describe to me the resources allocated to the project? (Probe – financial, human, logistical, time, advocacy, etc.) Were there aligned with the expected results? (Probe – why/why not)?

- How was the collaboration with other partners during the life cycle of the project? (Probe – how this be improved?)
- Do you feel the results were proportional to the resources used?

IMPACT

- In your opinion, what has been the projects impact? (Probe – on patients, providers, hospitals, health system, etc.).
- Are there any unintended (positive/negative) consequences? If yes, please describe.
- What could have been done to increase the project's impact in the community?
- In your opinion, what will be the impacts(s) of the project in the future? (Probe - financial, organizational, capacity development, political, etc. – and ask questions in detail).
- For patients only – Can you describe the care you received at the facility? Were you satisfied or unsatisfied? Why? What could have been done to improve your care? What is the perception of this facility in your community? Are people willing to use its services (why/why not)? What was the impact on you in terms of life quality, prevention of impairment, saving money, etc. Are there other impacts you would like to share with me?

LESSONS LEARNED

- Can you tell me the lessons learned from the reconstructive surgery project that MSF could replicate in other contexts? (Probe - if MSF were to start reconstructive surgical activities in another location in the future, what would you recommend, do differently etc.)

CONCLUSION

- Is there anything else that you would like to share with us today? Is there a question you feel we should have asked but did not?
- Do you have any question for me?
- Thank you!