

Interview schedule
Questions for the Health Facility Administrators
(MS, DMS, DHO, DMHO and Other Officials)

1. What are your views on?

a) Engaging the private sector/NGOs to provide public health services in public health centers?

**b) What are the relative advantages of involving the private agencies or NGOs in the delivery of public health?
Services?**

c) What are the risks involved in engaging the private agencies/NGOs?

**2. What were the initial objectives or motive behind engaging the private agencies /NGOs in the
Provision of certain services?**

3. How the decision to engage the private agency/NGO was taken (Did the Ministry take a unilateral decision or was it in consultation with officers like you)?

4. Do you have the authority (Either by yourself or in consultation with the hospital committee?)

To initiate any partnership deal with the private agency /NGO?

a) If you do not have the authority, from whom do you take permission to initiate discussion?

**5. Are there any specific benefits to your hospital/health centre which makes you interested in?
such partnership arrangements?**

**6. While designing the contract as well as while awarding the contract are there any explicit
statement about the benefits to the poor patients?**

a) What is the eligibility conditions laid out for the patients to avail free/subsidized services?

b) How do you ensure that only the poor patients get the benefits or the poor patients /target beneficiaries are not neglected?

7. Do you have a standardized contract manual or guidelines to help you invite private agencies/ NGOs? (If yes, collect a copy of contract manual or guidelines)

8. What are the bottlenecks and constraints you faced while negotiating or awarding the contract?

a) Are there any reluctance or resistance on the part of the employees or patients, or from the Community for engaging the private agency in the form of partnership?

9. Do you think that the existing pre conditions for the private agencies or NGOs are stringent as well as attractive enough?

a) If no, what changes would you like to suggest on the following areas:

i) Prior experience in other types of health services

ii) Minimum infrastructure/resources necessary (at its possession)

iii) Legal status of the agency (e.g. Registered Society, Agency, Company....)

iv) Minimum guarantee and security deposit required

v) Any other eligibility conditions

10. Do you think the procedures followed and the time taken for the award of contract, from the time of decision, is fair, just and sufficiently faster?

a) Do you think that the contract is awarded; the health centre manager should have the authority to negotiate with the private agency/ NGO,

b) If yes, what should be the areas for negotiation?

c) What are the most important criteria in the selection of the private agency /NGOs?

d)) Do you think the no. of bidders is sufficient?

11. What are the obligations of the private agency /NGOs towards providing the services?

12. What are the concessions given to the private agency /NGOs in exchange for the services (In the form of allowing private patients, subsidized rent, etc.)?

13. What are the procedures followed in the maintenance of accounts and reimbursement of payments due (Collection of fee, billing and mode of reimbursement, etc.)?

14. Based on your experience, do you think –

a) Is the revenue or profit earned by the private agency/NGOs is sufficient to retain their services?

b) Is there any complaints of quality or deficiency in the services, either from the patients or from the hospital staff?

c) If there is any violation of contract clauses by the private agency/NGOs? What steps are being followed,

15. Ever since the private agency / NGOs have been contracted for providing the services, has there been (Any reduction in expenditure or any improvement in revenue generation by the public Hospital?)

16. How do you ensure the private agency/NGOs is compliant (follow) to the contract Clauses or quality standards or other commitments, what is the monitoring mechanism?

a) How frequently is the monitoring carried out (Performance review conducted)?

b) Are there any incentives in the form of Awards/Recognition for an outstanding performance for the private agency/NGOs?

c) Do you have any mechanism to redress any grievance or complaints from either of the parties?

17. What are the performance indicators on which the services provided by the private Agency/NGOs measured?

18. What are the conditions for service delivery in case of breakdown of machines, poor quality of services and other contingencies?

19. Is there any representative of the private agency in the hospital committee?

20. What are the key lessons learnt from this experience of partnership?

a) The positive outcomes

b) Negative outcomes

c) Scope for further improvising or correction

21. What are the pre conditions or performance parameters required for the renewal of the contract?

22. If PP already exists for certain other services in the hospital, the performance about the same from the hospital administration and staff.
