TB REACH Survey for Health Care Workers Using evriMED

1. Introduction

We want to ask you some questions about your experiences with managing TB patients and using evriMED. Your feedback will help us provide better services for patients and help us design and improve technologies for health care providers to manage their patients. Please answer the questions as best as you can. There is no right or wrong answer. Your answers will not be linked to your name and will not affect your employment. If there are any questions that you are uncomfortable answering, you can skip to the next question or stop the interview. It will take about 30 to 45 minutes to complete this survey.

1. TB REACH Implementing Organization

2. Country

3. Name of health facility or clinic that you work at

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2. Background Information

4. What is your gender?

○ Female

○ Male

○ Other (please specify)

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5. What is your age?

○ 18 to 24

○ 25 to 34

○ 35 to 44

○ 45 to 54

○ 55 to 64

○ 65 to 74

○ 75 or older

6. What is your role in TB care?

○ Doctor

○ Clinical Officer

○ Nurse

○ Counselor

○ Pharmacist/ Pharmacy Technician

○ Laboratory technician

○ Community or Village Health Worker

○ Other (please specify)

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7. What is your educational level?

○ Did not attend any school

○ Primary school

○ Secondary school

○ Post-secondary certificate

○ Bachelor's degree (University) or higher

○ Other (please specify)

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3. Access to Technology

8. Do you have access to or own a mobile phone or a computer? (choose as many as apply)

☐ Yes, I own a phone that no one else uses
☐ Yes, family shares a phone - I am the primary owner
☐ Yes, family shares a phone - I am NOT the primary owner
☐   Yes, project staff gave me a phone
☐ Yes, I have access to a computer
☐ No, I do not have access to a mobile phone or computer
☐ Other (please specify)

9. Is your phone a smart phone? (i.e. a touch screen phone that has access to the internet, Facebook, and other multimedia applications.)

○ Yes
○ No
○ Don't know
○ Not applicable

10. How many times did you change your phone number/SIM card in the last 12 months?

○ 0 times, I have not changed my phone number/ SIM card
○ 1 time
○ 2 times
○ 3 or more times

11. How often do you have airtime credit (calling credit) on your phone?

○ Always
○ Sometimes
○ Never

12. How often do you have mobile internet credit on your phone?

○ Always

○ Sometimes

○ Never

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4. Experiences using evriMED

The following questions are about your use of evriMED to manage your TB patients. Please choose the answer(s) that best reflects your experiences and opinion. There are no right or wrong answers.
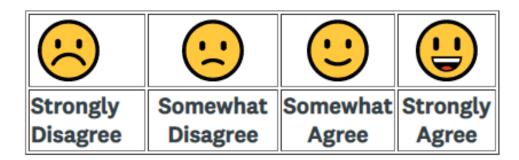
13. How many patients receiving TB treatment do you see each day, on average?

○ 0

○ 1-2

○ 3-5

○ 6-10

○ More than 10

14. Do you receive data from the evriMED on all your patients?

○ Yes

○ No

15. How often do you receive data from evriMED?

○ Daily

○ 3 to 5 times a week

○ less than 3 times a week

16. How do you receive data from evriMED? (check all that apply)

☐ SMS
☐ Mobile app
☐ Computer
☐ Other (please specify)

17. How do you assess your patient's adherence to TB medicines? [check all that apply]

☐ I ask them if they take their pills when I see them
☐ I tell them to come to the clinic so I can watch them take their pills.
☐ I talk to their family members
☐ I talk to them on the phone
☐ I use the app or software platform to see if they are taking their medication
☐ Other (please specify)

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18. Has there ever been a time that you did not access evriMED to track your patients' adherence?

○ Yes

○ No (if no, skip to next section)

19. What were the reasons you were not able to use evriMED? [check all that apply]

☐ N/A
☐ There was no electricity/power
☐ Poor network connection
☐ The evriMED application or software stopped working I did not have access to a computer or my phone
☐ I did not want to use evriMED I was too busy to use it
☐ Other (please specify)

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5. Perceptions about using evriMED

The following questions are about your opinions about using evriMED to manage your patients. Please read each statement and decide how much you agree or disagree with the statement. There are no right or wrong answers.

| Strongly Disagree | Somewhat Disagree | Somewhat Agree | Strongly Agree |

20. I understand the evriMED system and how it works

○ 1. Strongly Disagree

○ 2. Somewhat Disagree

○ 3. Somewhat Agree

○ 4. Strongly Agree

21. I received adequate training to use evriMED

○ 1. Strongly Disagree

○ 2. Somewhat Disagree

○ 3. Somewhat Agree

○ 4. Strongly Agree

22. It is easy for me to explain how to use evriMED to my patients

○ 1. Strongly Disagree

○ 2. Somewhat Disagree

○ 3. Somewhat Agree

○ 4. Strongly agree

23. The reminders I receive from evriMED help me to remember to check on patients who are not taking their medicines

○ 1. Strongly Disagree

○ 2. Somewhat Disagree

○ 3. Somewhat Agree

○ 4. Strongly Agree

24. It is easy for me to identify which patients are not taking their TB medicine using evriMED

○ 1. Strongly Disagree

○ 2. Somewhat Disagree

○ 3. Somewhat Agree

○ 4. Strongly Agree

25. I remember to check my patients evriMED adherence data when they come in for a refill visit

○ 1. Strongly Disagree

○ 2. Somewhat Disagree

○ 3. Somewhat Agree

○ 4. Strongly Agree

26. evriMED adherence data helps me provide better support and counseling to my patients

○ 1. Strongly Disagree

○ 2. Somewhat Disagree

○ 3. Somewhat Agree

○ 4. Strongly Agree

27. My patients like using evriMED

○ 1. Strongly Disagree

○ 2. Somewhat Disagree

○ 3. Somewhat Agree

○ 4. Strongly Agree

28. Using evriMED improves the care I provide to my patients

○ 1. Strongly Disagree

○ 2. Somewhat Disagree

○ 3. Somewhat Agree

○ 4. Strongly Agree

29. It is easy for me or my co-workers to contact patients who have not taken their medicine

○ 1. Strongly Disagree

○ 2. Somewhat Disagree

○ 3. Somewhat Agree

○ 4. Strongly Agree

30. Using evriMED helps to reduce my workload

○ 1. Strongly Disagree

○ 2. Somewhat Disagree

○ 3. Somewhat Agree

○ 4. Strongly Agree

31. My patients who are using evriMED for TB treatment visit the clinic less times than those who are not

○ 1. Strongly Disagree

○ 2. Somewhat Disagree

○ 3. Somewhat Agree

○ 4. Strongly Agree

32. I believe that evriMED data accurately reflects if my patients took their TB medicines or not

○ 1. Strongly Disagree

○ 2. Somewhat Disagree

○ 3. Somewhat Agree

○ 4. Strongly Agree

33. I would recommend using evriMED to my patients

○ 1. Strongly Disagree

○ 2. Somewhat Disagree

○ 3. Somewhat Agree

○ 4. Strongly Agree

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5. Open-Ended Questions

For the following questions please provide as much description as possible about your experiences and opinions using evriMED.

34. What is your opinion about your training on using evriMED?
Please describe what you liked about it or what you didn't like about it.

35. What would you change about the training?

36. Since evriMED has been used at your site, how has it changed the work that you do?

37. Describe how you use evriMED adherence data to manage and counsel your patients?

38. In what ways has evriMED been useful for you? Please describe what do you like about it

39. So far, what challenges or problems have you had using evriMED?

40. If you could, what would you change about evriMED?

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41. Do you have any other thoughts or concerns that you want to share about using evriMED for TB patient treatment? Please describe.

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