
Subject: Exit survey question development
Posted by [elysia](#) on Thu, 29 Mar 2018 13:52:54 GMT
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Hi,

I am looking for information about how the questions used in the client exit surveys were developed. I'm particularly interested in the questions in the "Client Satisfaction" survey for the sick child visits. How were these questions selected and have they been validated? In the Tanzania 2015 report there are sections (2.5.1 and 2.5.2) that talk about adaptation of the "model questionnaires", but I can't find information on how the model questionnaires were developed.

Many thanks,

Elysia

Subject: Re: Exit survey question development
Posted by [Liz-DHS](#) on Fri, 29 Jun 2018 14:32:14 GMT
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A response from Service Provision Assessment Expert, Dr. Moussa Hamdy:

Quote:

History of SPA questionnaires:

- Model questionnaires originally built on prior facility surveys; current version approved in 2012 by USAID
- Revisions from 2010-2011 in consultation with international groups such as WHO, Global Fund, USAID, IHFAN, CDC to make it more
 - Internationally relevant
 - Standardized
 - Where possible aligned with other HF
- Uses commonly accepted guidelines
 - Sick child: IMCI
 - Family Planning: USAID; UNFPA; WHO
 - Maternal Health: Safe Motherhood Initiatives
 - STIs and TB: WHO/others
 - HIV/AIDS: variety of initiatives

Adaptation of SPA questionnaires:

- Questionnaires are adapted to be relevant for the country
- Input from MOH and health sector stakeholders
- Questionnaire adaptation workshop organized for this purpose

File Attachments

1) [SPA_Surveys_By_Date.png](#), downloaded 573 times
