**mHero MOH staff survey**

This survey is to be carried out among personnel at the MOH who are using or likely to use mHero to communicate with health workers.

**Hello, my name is \_\_\_\_\_\_\_\_\_\_\_\_ and I work for the Ministry of Health. We are currently developing and supporting a mobile phone platform called mHero to be used by the MOH to improve communication with health workers. We are asking about 40 staff like yourself to contribute their knowledge of and experience with mHero to help us during the project’s start-up phase. It should take about 20 minutes of your time.**

**This survey is confidential. We won’t be asking you for your name, and no other identifying information will be recorded. You are not required to take part in this survey. You are free to stop at any time. There will be no repercussions to you if you do not want to take part. There are no benefits to you for taking part in this survey, however, it will help us better design the mHero program.**

**Do you agree to take this survey about mHero? [If yes, continue. If no, end the interview]**

**If you have more questions about this survey, you can contact the IntraHealth Digital Health team at** [**digitalhealth@intrahealth.org**](mailto:digitalhealth@intrahealth.org)**.**

Please note respondent’s sex □Male □Female

Before we begin, could you please give me your job title: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In which department do you work? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is your role at the MOH? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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OK, let’s start the survey:

1. Prior to this interview, had you ever heard of mHero? \_\_\_\_ Yes \_\_\_\_ No

**[If yes, go to Q2. If no, end the survey and thank the participant for taking part.]**

1. How did you hear about mHero? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Can you please tell me three things that mHero does? **[prompt participant by asking: “Can you think of anything else?” until they reach 3]**

1.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3.\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_ I don’t know what mHero does.

1. Have you ever submitted a request to the mHero team to send SMS on behalf of you or your department? \_\_\_\_ Yes \_\_\_\_ No **[If yes go to Q5. If no, ask Q4a.]**

**4a.** Why not? **[Do not read list but wait for the answer and then circle corresponding response(s)] [After you record response, skip to Q16]**

1. I don’t know how to use mHero
2. I don’t know where to get help to use mHero
3. I don’t have approval/permission to use mHero
4. I have no need to send a message
5. I have no interest in sending mHero surveys/questionnaires
6. I don’t see the befefit of using mHero
7. Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
8. How did you find the mHero request form?
   1. Not at all easy to fill out
   2. Not very easy to fill out
   3. Easy to fill out
   4. Very easy to fill out
9. Can you briefly tell me why you decided to use mHero? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. What was the last mHero message you sent about? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. To what cohort of health workers did you send the message? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Did the message require a response? \_\_\_ yes \_\_\_\_ no **[If yes, continue. If no, skip to Q16.]**
2. Did you receive a report of consolidated responses? \_\_\_ yes \_\_\_\_ no
3. In what format did you receive these results to your message? (excel, word, paper, email, PDF, other)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Was the format of the results useful? \_\_\_ yes \_\_\_\_ no **[If yes, skip to Q13. If no, ask Q12b.]**

**12b**. Can you explain why the format of the results was not useful? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Were the results used? \_\_\_ yes \_\_\_\_ no

**[If the results have been used, skip to Q14. If the results have not been used please ask 13 b.]**

**13 b.** Do you plan to use the results in the future? \_\_\_ yes \_\_\_\_ no

**[If there are no plans to use the results in the future, please ask 13 c.]**

**13 c.**  Can you please explain why you will not use the results in the future? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. How were the results used? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What do you think would make mHero data easier to use? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Could you please tell me how useful you think mHero is?

1 not at all useful 2 not veryuseful 3 useful4 highly useful

Could you please explain your answer? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. What kinds of information would you like to gather using mHero in the future? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. How useful would it be to have messages already developed for you to adapt?

1 not at all useful2 not veryuseful 3 useful4 highly useful

1. Please indicate which messages you would find most useful to have already developed, ranking them from 1 to 7, with 1 being the most useful and 7 being the least useful.

\_\_\_\_\_\_\_\_\_\_\_\_ Family Planning:

\_\_\_\_\_\_\_\_\_\_\_\_ Maternal and Neonatal Health:

\_\_\_\_\_\_\_\_\_\_\_\_ Child Health and Wellness:

\_\_\_\_\_\_\_\_\_\_\_\_ Immunizations:

\_\_\_\_\_\_\_\_\_\_\_\_ Malaria:

\_\_\_\_\_\_\_\_\_\_\_\_ HIV/AIDS:

\_\_\_\_\_\_\_\_\_\_\_\_\_Non-communicable diseases

\_\_\_\_\_\_\_\_\_\_\_Trainings

1. Are there other health areas would you like to see messages developed for? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Don’t know

1. For my final question I would like to ask your opinion about mHero. If you were to rate your satisfaction with mHero with 1 being not at all satisfied and 4 being completely satisfied, what would your rating be?

**1.** not at all satisfied2.not verysatisfied 3. satisfied 4. highly satisfied

Could you explain your answer? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Thank you very much for taking time to answer our survey questions. Your contribution will help us develop and apply an important tool to help health workers respond quickly, effectively and safely to disease outbreaks such as Ebola and address other health problems. Before we end the interview, do you have any questions you would like to ask me about this survey?**