

Exercise Handout VIII

Objective of project: to make recommendations for improving quality of care in hospitals in Tanzania

Objective of interview: to understand the underlying reasons for poor performance by clinical officers

Interview after clinic 06/10/06

304 = female CO, government hospital

	Coding
<p>C: so, can I ask you why did you decide to become a doctor?</p> <p>304: since when I was young I preferred to be a doctor. My mother was a nurse and so I wanted to do what she was doing</p> <p>C: so why a clinician and not a nurse?</p> <p>304: oh, my mother had an accident when she was at work - she was lifting something and she hurt her back. So I decided to be a doctor instead!</p> <p>C: And what is it about being a doctor that you liked?</p> <p>304: I like to see someone who was sick becoming not sick anymore. I like to do that job</p> <p>C: and are you happy to stay as a CO or..?</p> <p>304: No! It is not the level I want to be. I want to go further.. sometimes with these things we are facing I think I would like to do something different to this..</p> <p>C: like what?</p> <p>304: I was thinking of doing surveying. I like things that deal with the community</p> <p>C: so did you have the choice to be an MO or a CO?</p> <p>304: it was a problem at my family at that time so I chose the government system</p> <p>C: a financial problem?</p> <p>304: yes</p> <p>C: and how do you find this job for the salary?</p> <p>304: I don't think it is good so that's why I think of doing something else... I need the money</p> <p>C: you mentioned the conditions you are facing - could you list these problems?</p> <p>304: Firstly, as a CO, I want to know the end of that disease or question. If I start treating a patient I want to see them get well but it is above my level as a CO</p> <p>C: you mean because of training?</p> <p>304: no it is just my level as a CO. There are some cases that I have to refer for another one so they continue the management and I don't get to see it. But we are lucky we are in a district hospital so we can see how they treat and the treatment changes. But it is not satisfactory to me.</p> <p>C: and what are the other difficulties with your work?</p> <p>304: the surroundings, as I told you before [outside the hospital]. But I have not been here for a long time so I am not experienced.</p> <p>C: so in your experience..</p> <p>304: It is tough - you work hard. There are a lot of patients. Sometimes they are not cooperative and they don't appreciate what you are doing. I can stay from 8am to 2pm but the patient doesn't see that you've been here since morning</p> <p>...</p> <p>C: You said the work is tough. is there anything that would make working easier for you?</p> <p>304: to this moment the job is too high.. maybe more staff then you can see fewer patients.. and if there was more equipment then it could be easier. In most cases when things become difficult it is the lab equipment. But your bringing those tests, the haemocue etc, will make things easier than before. We thank you very much!</p>	