**mHero Baseline Assessment Instruments:**

**mHero Awareness Raising Survey**

**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 between the Ministry and health workers. We would like to gather opinions and information about the current use of mHero.**

**We are asking about 365 health workers like you to contribute their knowledge of and experience with mHero to help us during the project’s start-up phase. This survey is confidential. We won’t be asking you for your name, and no other identifying information will be recorded. Although you’re not required to take part in this survey, we strongly value your input. It should only take about 10 minutes of your time and you are free to stop at any point. There will be no repercussions to you if you do not want to take part. We won’t be able to give you anything in exchange for your participation, but hearing from you will help us better design the mHero program.**

**Do you agree to take this survey about mHero? \_\_\_\_\_\_yes \_\_\_\_\_\_no**

**[If yes, continue. If no, end the call.]**

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

Are you a health worker? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **[If no, thank them for their time and end the call.]**

Can you give me your job title?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What type of facility do you currently work in? (clinic, hospital or health center) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In what county is it located? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is your profession (nurse, health officer)?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What roles do you currently perform at this facility? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Are you a male \_\_\_\_ or a female \_\_\_\_\_\_\_\_\_?

I’d like to ask you some questions about mHero.

1. Prior to this interview, had you ever heard of mHero? \_\_\_ Yes \_\_\_ No \_\_\_ I don’t know

**[If no or I don’t know, ask Q1a. If yes, proceed to Q2]**

**1a.** Would you like to hear more about mHero now? \_\_\_ Yes \_\_\_ No

**[If no, thank them and end the call. If yes, please read our information then end the call.]**

1. Do you know who, or what organization, sends mHero messages? \_\_\_ Yes \_\_\_ No
   1. If yes, who? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. Can you tell me what mHero does? **[Continue to ask “Is there anything else you know about mHero?”  until the respondent has no more information.]**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. Have you ever *received* a text message from mHero on your mobile phone? \_\_\_ Yes \_\_\_ No

**[If no, stop the survey and thank participant for taking part. If yes, continue.]**

1. Have you ever *replied to* a mHero message using your mobile phone? \_\_\_ Yes \_\_\_ No

**[If yes, ask Q5a. If no, ask Q5b.]**

**5a.** If yes, what motivated you to reply? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**5b.** If no, can you recall why you did not reply? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. How useful do you think mHero? Please explain your answer.

**1** not at all useful \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**2** not veryuseful \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**3** somewhat useful \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**4** highly useful \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**5** I don’t have an opinion\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. For my final question, could you please tell me what improvements would you suggest to make mHero more useful?”\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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**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. Before we end, do you have any questions you would like to ask me about this survey?**