

6.1F INTERVIEW GUIDE FOR STAFF IN Z-CAN

EXAMPLE OF SEMI-STRUCTURED INTERVIEW GUIDE FOR CLINIC STAFF

INTRODUCTION

Hello. My name is (insert name), (name the organization you represent).

Welcome and thank you for agreeing to participate in this interview. Your experience and opinions are very important to us. Your participation in this interview will help us understand your experience as a staff person at a clinic with (INSERT THE NAME OF PROGRAM).

We are especially interested in learning about your perceptions regarding:

- barriers to providing contraceptive services,
- the implementation of (INSERT THE NAME OF PROGRAM)
- the reimbursement process for (INSERT THE NAME OF PROGRAM) services provided, and
- how to continue to improve access to contraceptives for women in (LOCATION).

As part of our protocol, all interviews are recorded so that we can fully capture your opinions. However, everything you say will be kept completely private, and your name or the name of others will not be used in reporting the findings of the study. The tape will be stored safely in a locked facility until it is transcribed, after which it will be destroyed. The interview will take no more than an hour and is completely voluntarily. You can choose to stop or skip any questions you feel uncomfortable answering. We realize you are very busy and we appreciate your time.

Before we begin, do you have any questions for me?

Introductory questions

First, I would like to ask you about your position at the clinic in which you work and your experiences working there.

- What is your role or position at the clinic?

Probes:

What are your daily tasks?

- How would you describe your clinic?

Probe:

Private practice/community health center, large/small, rural/urban?

- How would you describe the women of reproductive age that you serve in your clinic?

Probe:

Demographics? Type of services they seek? Insurance status?

- Before the (INSERT THE NAME OF PROGRAM) program, did you conduct or perform contraceptive counseling as part of your daily activities on staff at the clinic?

If Yes, Probe:

Demographics? Type of services they seek? Insurance status?

- How did you counsel women?

- Did you counsel women before they met with their provider? How did it work in your clinic?

- How did this process work in your clinic?

Patient-centered contraceptive counseling

MODERATOR: Now, I would like to ask you a few questions about contraceptive counseling. Please take a few minutes to think about your experience performing contraceptive counseling and how these services are delivered in your clinic among women of reproductive age during the (INSERT THE NAME OF PROGRAM) program.

- What does patient-centered contraceptive counseling mean to you?

Probe:

- *What are some of the key features of patient-centered contraceptive counseling?*

- What are your thoughts on performing patient-centered contraceptive counseling in your practice?

Probes:

- *Who provides the majority of counseling? You or the physician(s) in your clinic or someone else?*

- *How do you feel about offering this counseling?*

- Has the (INSERT THE NAME OF PROGRAM) program training changed how you provide contraceptive counseling to women in your clinic?

Probes:

- *Why or why not? How is it different?*

- Please explain how your clinic supports patient-centered contraceptive counseling?

Probes:

- *Have the other clinic staff been supportive of providing patient-centered contraceptive counseling?*

- *Are the physicians in your clinic supportive of providing patient-centered contraceptive counseling?*

- *What type of support do you receive?*

- What are the challenges with performing patient-centered contraceptive counseling in your clinic?

Probes:

- *Do you have enough time in your schedule?*

- Will you continue to provide patient-centered contraceptive counseling after or outside the (INSERT THE NAME OF PROGRAM) program?

Probes:

- *Why or why not?*

Perceptions of barriers of contraception access among women of reproductive age

MODERATOR: Thank you. Now, I would like to ask you a few questions on the topic of access to reversible contraceptive methods. We would like to learn about any factors that act as a barrier to reversible contraception access for women of reproductive age in (LOCATION).

- Why do women in (LOCATION) not seek out or utilize reversible contraceptive services?

Probes:

- *Awareness/knowledge about contraception?*

- *Beliefs/attitudes toward contraception?*

- *Cultural issues?*

- *Religious issues?*

- *Support/lack of support of partner/spouse, family, friends?*

- Thinking back to before the (INSERT THE NAME OF PROGRAM) program, what challenges did women of reproductive age encounter when seeking reversible contraception?

Probes:

- Access to appointments?
- Access to patient-centered contraceptive counseling?
- Access to long-acting reversible contraception, such as IUDs and implants?
- Insurance coverage/cost of different types of birth control?

- With the (INSERT THE NAME OF PROGRAM) program, what are some challenges to reversible contraception access that women of reproductive age in (LOCATION) still experience? Are there any new challenges?

Probes:

- Access to appointments?
- Access to patient-centered contraceptive counseling?
- Access to long-acting reversible contraception, such as IUDs and implants?
- Insurance coverage/cost of methods?

- In counseling, are you concerned that women are being pressured to choose a particular contraceptive method?

Probes:

- Why or why not? In what way?

Knowledge, attitudes, and practices related to reversible contraception

MODERATOR: Now, I am going to ask you some questions about reversible contraception methods.

- How would you describe the availability of long-acting reversible methods, such as IUDs and implants, in (LOCATION) overall and in your clinic before the (INSERT THE NAME OF PROGRAM) program?

Probes:

- How would you describe the availability of IUDs to women in your clinic before the (INSERT THE NAME OF PROGRAM) program?
- How would you describe the availability of implants to women in your clinic before the (INSERT THE NAME OF PROGRAM) program?

- How would you describe the availability of other reversible methods in (LOCATION) overall and in your clinic before the (INSERT THE NAME OF PROGRAM) program?

Probes:

- pills? patch? ring? injections? condoms?

Implementation of (INSERT THE NAME OF PROGRAM) program

MODERATOR: Thank you for your thoughts. Now, I would like to ask you a few questions about the (INSERT THE NAME OF PROGRAM) program. We would like to understand your perceptions and your satisfaction with how the program has been implemented in your clinic.

- What aspects of the (INSERT THE NAME OF PROGRAM) program do you think have had the most influence on your ability to provide quality patient-centered contraceptive counseling?

Probes:

- How so? In what ways?

- How would you describe the impact, if any, (INSERT THE NAME OF PROGRAM) has had on addressing barriers to access to contraceptive services for women seeking services at your clinic?

Probes:

- *What barriers to access have been addressed by (INSERT THE NAME OF PROGRAM) in your clinic?*
- *What barriers to access remain?*

- How would you describe the impact, if any, the (INSERT THE NAME OF PROGRAM) program has had on contraceptive use among women seeking services at your clinic?
- How would you describe the impact of access to contraceptive services for the women in your community?
- Describe some of the challenges that you have encountered during the implementation of the (INSERT THE NAME OF PROGRAM) program.

Probes:

- *Changes to clinic flow, staffing, (INSERT THE NAME OF PROGRAM) procedures, etc.*
- *What strategies have you used to overcome these issues?*

- To what extent are you satisfied with how the (INSERT THE NAME OF PROGRAM) program has been implemented in your clinic?

Probes:

- *What can be improved?*

- To what extent are you satisfied with (INSERT THE NAME OF PROGRAM) training you received?

Probes:

- *What can be improved?*

- To what extent are you satisfied with responsiveness of the (INSERT THE NAME OF PROGRAM) program staff?

Probes:

- *What can be improved?*

Reimbursement and supply processes

MODERATOR: We are interested in getting some input on the administrative aspects of the (INSERT THE NAME OF PROGRAM) program.

- Have you been involved in or worked with the reimbursement or supply process for contraceptive services in your clinic?

[MODERATOR: If the interviewee says YES, continue; If NO, then skip this section.]

- What do you think about the (INSERT THE NAME OF PROGRAM) reimbursement process?
How well is it working for your clinic?

Probes:

- *Is reimbursement easy or difficult? Why or why not?*
- *What are the challenges?*

- What was the time interval like between service delivery and receipt of reimbursement?

Probes:

- *How long did it usually take to receive reimbursement for service delivery?*

- Has the (INSERT THE NAME OF PROGRAM) program provided your clinic with all contraceptive methods on a continual basis?

Probes:

- Does your clinic run out of product?
- What products does your clinic run out of?
- Do you feel like the re-ordering and resupply process is working well?

(Area of Concern)

MODERATOR: Now I would like to ask you a few questions about how the (Area of Concern) has impacted your clinic.

- Do many women express concern about (area of concern) when seeking reversible contraception services?
- What advice are you providing women to protect themselves from (area of concern)?

Program recommendations and sustainability

MODERATOR: We have come to the last series of questions of the interview. Thank you for everything you have shared thus far. I would like to ask you some questions about how expanded access to contraceptives in (LOCATION) can be sustained.

- How does your clinic plan to continue providing patient-centered contraceptive counseling for women of reproductive age after the (INSERT THE NAME OF PROGRAM) program ends?

Probes:

- What is needed to ensure the sustainability of these efforts?

- How does your clinic plan to continue providing same-day access to the full range of reversible contraceptive methods for women of reproductive age after the (INSERT THE NAME OF PROGRAM) program ends?

Probes:

- What is needed to ensure the sustainability of these efforts?
- Will efforts need to be different for IUDs and implants than for other reversible methods?

- What do you think are the long-term implications of being a (INSERT THE NAME OF PROGRAM) provider? Positive or negative implications?
- How can the (INSERT THE NAME OF PROGRAM) program be replicated in other clinics in (LOCATION)?
- Are you concerned that you are providing too many contraceptive services to the exclusion of other services you may provide at your clinic?
- Do you have any other thoughts or comments you would like to share? Is there anything else?

Closing. Thank you for your time.