

**RURAL/FRONTIER WOMEN'S HEALTH COORDINATING CENTERS  
SITE VISIT INTERVIEW GUIDES**

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**PART A: RFCC CENTER DIRECTOR, PROGRAM COORDINATOR, OTHER STAFF**

**The following questions relate to the initial creation of the RFCC:**

1. Did applying for the OWH-RFCC funding change the way of thinking of the RFCC organization/staff and/or stakeholders in terms of women's health? In what ways?
2. Describe any barriers (financial, physical plant, workforce shortages) to the creation and/or implementation of the RFCC.

**The following questions relate to the success of the RFCC in meeting the needs of women in the service area:**

3. In general, either through direct care and/or referrals, do you believe that the RFCC is meeting the needs of women in the service area? Are there unmet needs? What are they? What would it take to meet those needs?
4. Do you believe that women in the service area are satisfied with the availability of services? Do you believe that they have adequate access to the services they need?
5. Do you believe that the integration of various RFCC program components (*i.e. referral and tracking, leadership and advocacy, transportation and intake*) has led to improved health for women in your service area?
  - If so, please describe:

**The following section is a review of Center Director/Program Coordinator questionnaire responses relating to Objectives 2-10:**

6. Review questionnaire responses regarding referral and tracking system (Objective 2).
  - What modification(s) do you think could be made in order to improve the referral process?
  - What modification(s) do you think could be made in order to improve the tracking process?
7. Review questionnaire responses to questions regarding use of allied health and lay health professionals (Objective 3).
  - What initiatives have been the most successful? Least successful? In what ways? What have been the keys to success?
  - Is there anything that could be changed in order to improve the results? Are there particular approaches that could be replicated in other RFCCs? Why or why not?
8. Review questionnaire responses regarding innovative approaches (Objective 4).
  - What innovative approaches do you believe have had the biggest impact on women's health in your community? Why?
9. Review responses to questions regarding community linkages (Objective 5).

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- What types of challenges has the RFCC faced in developing and strengthening relationships with providers and other organizations in the community?
  - What types of initiatives have been particularly effective? Why?
  - What types of resources and/or services are now available to women because of these community linkages and relationships?
  - In what ways have these linkages/relationships have had an impact on women's health in the community?
10. Review questionnaire responses regarding women's leadership initiatives (Objective 6, 10).
- What program(s) have been the most successful? In what ways? What do you believe has been the key(s) to their success?
  - Could these programs be replicated in other RFCC communities? How? What are the key requirements?
  - Do you feel that these activities have had or will have an impact on women's health in the community? How so?
11. Review questionnaire responses regarding transportation (Objective 7).
- Has the number increased or the geographic coverage expanded?
  - What initiatives aimed at maximizing transportation have been most successful? Why? What have been the keys to success?
  - What initiatives have not been successful or particularly challenging? Why?
  - Could these initiatives be replicated in other RFCC communities? What would the requirements be?
  - Has women's access to services improved as a result of increased transportation and/or increased intake points?
12. Review questionnaire responses regarding research in women's health (Objective 8).
- Which research projects have been most beneficial to the RFCC? Why?
  - What will be learned from these projects that will benefit women's health in the community?
13. Review questionnaire responses regarding geographic and cultural competence (Objective 9).
- What educational programs/initiatives directed at patients have been particularly successful? Why? What are the key success factors?
  - What impact have these programs had on patients?
  - What educational programs/initiatives directed at patients have not been successful or have been particularly challenging? Why? What could be done differently to improve them?
  - What training programs for providers have been particularly successful? Why? What are the key success factors?
  - What training programs for providers have not been successful or have been particularly challenging? Why? What could be done differently to improve them?
  - Are providers putting their training into practice? In what ways?

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**Conclusions and the Future of the RFCC:**

14. Looking back on creating the RFCC, are there things you would do differently?
15. Will the RFCC continue to operate after OWH funds are exhausted? How?  
How does the RFCC's plans to sustain and expand the work that has been done thus far?

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**PART B: STAKEHOLDERS, PARTNERS, PROVIDERS**

**The following questions relate to the health needs of women and the initial creation of the RFCC:**

1. When the RFCC was formed, what do you believe were the most important women's health needs that needed to be addressed?
2. In general, either through direct care and/or referrals, do you believe that the RFCC is meeting the needs of women in the service area? Are there unmet needs? What are they? What would it take to meet those needs?
3. Do you believe that women in the service area are satisfied with the availability of services? Do you believe that they have adequate access to the services they need?
4. Has the RFCC model changed your way of thinking regarding women's health services? In what ways?
5. Do you believe that allied health and lay health professionals are being utilized to the fullest extent possible?
  - What could be done to increase utilization?
6. Do you believe that the RFCC has taken an innovative approach to improving access to women's services? In what ways?
  - Are there other innovative approaches that you believe should be implemented in your community in order to improve access to services? What are they?
7. Do you believe that the RFCC has facilitated the development of and strengthening of relationships among providers and other organizations in the community?
  - What types of initiatives have been particularly effective? Why?
  - What types of resources and/or services are now available to women because of these community linkages and relationships?
  - In what ways have these linkages/relationships have had an impact on women's health in the community?
8. Are you aware of specific women's leadership initiatives sponsored by the RFCC or other organizations that have particularly effective? What are they and what impact have they had on women's health in the community?
9. Has access to transportation improved as a result of RFCC or other initiatives in the community?
  - What initiatives aimed at maximizing transportation have been most successful? Why? What have been the keys to success?
  - What initiatives have not been successful or particularly challenging? Why?
  - Could these initiatives be replicated in other RFCC communities? What would the requirements be?

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- Has women's access to services improved as a result of increased transportation and/or increased intake points?
10. Are you aware of specific research projects in women's health sponsored by the RFCC or other organizations that have particularly effective? ).
- What will be learned from these projects that will benefit women's health in the community?
11. What do you view as the geographic and cultural needs of the community as they relate to women's health care services?
- Have the RFCC and/or the RFCC partner organizations and providers made a difference in meeting these needs? In what ways?
  - What impact have these efforts had on patients?
12. Looking back on the creation of the RFCC, are there things you feel should have been done differently?
13. Do you believe the RFCC model is an effective way to improve access to healthcare for women in your community?
14. Will the community support the RFCC through funding and other means, once OWH funds are exhausted? To what extent?