

Attachment C: Telephone Interview Discussion Guide

Multidisciplinary Health Care Models for Women Sustainability Telephone Interview Discussion Guide

The Office on Women's Health (OWH) has contracted with the Altarum Institute to conduct an assessment of Federal program sustainability based on the experiences of OWH's Multidisciplinary Health Models for Women (MHMW) initiative. This assessment is intended to better understand the extent to which sites have implemented and sustained the core model of the MHMW initiative after funding ended. In addition, the assessment seeks to investigate the factors that may have promoted or inhibited sustainability. The results of this study will help inform the development of guidelines on sustainability planning that could be included in future OWH grant or contract announcements.

You are being asking to participate in this assessment and to provide information about your organization's efforts to establish an integrated system of women's health care during the time you received funding from OWH for the MHMW initiative and your efforts to sustain and expand this system of care since this funding has ended.

Before we begin, I would like to review a few details about our discussion:

- The interview will last approximately 1 hour.
- Your participation is voluntary. You can decline to participate, and you can stop your participation at any time. If you need to end the interview early, please let me know so that I can schedule a later time for completion.
- Your name and your organization will not be attached to specific comments that you share today. Your responses may be included with those of other respondents in aggregate form in reports or journal articles.
- I would like your permission to audio-record the interview. The audio recording will be used solely to assist in preparing notes on the interview and will be destroyed at the end of the study.

Do you have any questions about any of these details or about the assessment?

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-XXXX . The time required to complete this information collection is estimated to average 90 minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 537-H, Washington D.C. 20201, Attention: PRA Reports Clearance Officer

Do you agree to voluntarily participate in the interview? [GET RESPONSES FROM ALL RESPONDENTS ON THE CALL]

- Yes [Continue]
- No [Thank the respondent(s) for their time and end the call]

Do you agree to being audio-recorded during the interview? [GET RESPONSES FROM ALL RESPONDENTS ON THE CALL]

- Yes [Turn on the recorder and proceed with the interview]
- No [Proceed with the interview without the recorder turned on]

Respondent Information

Interviewer:

Date of Interview:

Grantee/Contractor Type:

- National Centers of Excellence in Women's Health (CoE)
- National Community Centers of Excellence in Women's Health (CCOE)
- Ambassadors for Change (AFC) – CoE
- Ambassadors for Change (AFC) – CCOE
- Region VIII Demonstration Project (R8 Demo)
- Rural/Frontier Women's Health Coordinating Centers (RFCC)

Interviewee 1:

Title/Position:

Organization:

Address:

Email:

Telephone:

Interviewee 2:

Title/Position:

Organization:

Address:

Email:

Telephone:

Interviewee 3:

Title/Position:

Organization:

Address:

Email:

Telephone:

Interview Questions

I. Staff Characteristics

1. What role did you play in your organization's MHMW program when you received OWH funding? How long did you serve in this role?
2. How has your role in MHMW-related activities changed since OWH funding has ended?

II. Project Design and Implementation

I would like to begin by going back to the period when you received OWH funding.

3. Roles in Program Implementation

- Who were the key players in implementing the MHMW program?
- What roles did they play?

4. Generating Buy-In for the Program

- What steps were taken to obtain buy-in from top-level organization leaders?
- Overall how successful would you say you were at obtaining buy-in from these individuals? How did that change over the course of your program?
- What steps were taken to obtain buy-in from program staff?
- Overall how successful would you say you were at obtaining buy-in from these individuals? How did that change over the course of your program?
- What steps were taken to obtain buy-in from community members in your service area? From partner organizations?
- Overall how successful would you say you were at obtaining buy-in from these individuals? How did that change over the course of your program?

5. Perceptions of the Program

- How did top-level organization leaders view your MHMW initiative?
 - Did these perceptions change over time?
 - What benefits did they see from the MHMW program?
 - Was there any sense the program imposed burdens or costs on them?
 - How did these perceptions change once OWH funding ended?
- How did your organization's staff view your MHMW initiative?
 - Did these perceptions change over time?
 - What benefits did they see from the MHMW program?
 - Was there any sense the program imposed burdens or costs on them?
 - How did these perceptions change once OWH funding ended?
- How did your community partners view your MHMW initiative?
 - Did these perceptions change over time?
 - What benefits did they see from the MHMW program?
 - Was there any sense the program imposed burdens or costs on them?
 - How did these perceptions change once OWH funding ended?

III. Program Compatibility and Adaptability

6. How compatible was your MHMW program with the mission and goals of your organization?
7. How did you adapt the requirements for the MHMW program to fit the circumstances and context in which you operated? How successful were those efforts?

IV. Integration of Core Components

One of the goals of the Multidisciplinary Health Model was to encourage health care institutions to integrate the various components of the model and provide comprehensive and interdisciplinary care for the women they serve.

8. How well do you think you were able to integrate the core components into a comprehensive, interdisciplinary model of care during your funding period?
PROBE: What kind of changes in policies and procedures did your organization make? Did you make any changes in how staff were trained?
9. What aspects of this overall integration have you been able to sustain since OWH funding ended?
10. What factors have contributed to your being able to sustain the integration of the core components?
11. What factors made integration challenging to sustain?

V. Additional Factors Affecting Sustainability

Now I am going to ask you some more questions some factors that may have helped you sustain aspects of your MHMW program since OWH funding ended.

12. Staff Resources

- Do you feel that you have sufficient staff capacity to continue implementing a comprehensive, interdisciplinary, integrated model of women's health care?
PROBE: Have you been able to devote staff resources to planning and implementing sustainability strategies?
- How committed are your staff to implementing a comprehensive, interdisciplinary, integrated model of women's health care? [IF COMMITTED:] What are some of the indications of that commitment?
- Do you feel that the skills and training of current staff is sufficient to continue implementing a comprehensive, interdisciplinary, integrated model of women's health care?

13. Partner and Community Involvement

- Do you continue to involve community members or partner organizations in shaping or delivering your women's health services? What role do they currently play?
- Do you still maintain a community advisory board with representation from community members and partner organizations? What role does your community advisory board currently play?
- Were any of your partners able to use their involvement with your initiative to obtain financial support?

14. Champions

- Who have you used within your organization or community to serve as a champion for your women's health care initiatives?
 - (If they have a champion) What have they done?
 - How effective have they been?
- Since OWH funding ended, have you identified new champions in your organization or community?
Probe: What have you done to encourage the development of new champions? Have you been able to change job descriptions or select leaders whose vision is consistent with a comprehensive, integrated, multidisciplinary approach to women's health?

VI. Sustainability Planning and Implementation

15. Sustainability Planning

You previously reported that you [RECORD PRIOR TO INTERVIEW FROM SURVEY DATA]:

- 1 Developed a formal sustainability plan
- 2 Developed an informal sustainability plan
- 3 Did not develop any type of sustainability plan, but had discussions about sustainability
- 4 Did not develop any type of sustainability plan or have discussions about sustainability

[IF Q15 EQ 1-3, ask the following]

- What sustainability planning occurred while you still received OWH funding?
- What planning occurred after the end of OWH funding?
- How were your sustainability efforts affected as a result of the loss of OWH funding?
- Who was involved in sustainability planning efforts?
- What were the major sustainability strategies identified to locate and acquire additional funds?

Probes:

- Applying for new funding opportunities such as grants and contracts
- Using in-kind funds
- Charging new or greater fees to clients for services
- Pursuing greater reimbursement for services from insurers
- Tapping into tax credits to reduce costs

- Conducting an environmental scan of potential funding sources
- Were there any other sustainability strategies identified besides locating more funds?
Probes:
 - Identifying objectives for sustainability,
 - Identifying sustainability action steps and staff roles to help implement them
 - Marketing strategies
 - Conducting a financial self-assessment
- Do you feel your sustainability planning was comprehensive enough? Is there anything you would add or change?
- What role do you feel your Federal designation from OWH played in your sustainability planning? Did this designation help you leverage additional funds or build new partnerships? How did the loss of that designation affect your sustainability efforts?
- To what extent have you implemented your planned sustainability strategies? What aspects have successfully been completed? What aspects are yet to be completed?
- How effective do you feel your implementation of planned sustainability strategies has been?

[IF Q15 EQ 4, ask the following]

- Why did you not plan for the sustainability of MHMW activities?

16. Assistance with Sustainability Planning

- Did you receive any assistance from OWH to help plan for sustainability? If so, what type of assistance?
- Did you receive any assistance from any other source to help plan for sustainability? If so, what type of assistance?
- Is there any type of assistance that you did not receive but that you feel would have been useful? Is there any type of assistance that you would have liked OWH specifically to have provided?

VII. Program Outcomes

I now want to ask you some questions about information that you may have about outcomes resulting from your program.

17. Overall, how successful do you feel your program has been in implementing a comprehensive, interdisciplinary, integrated health care system for women?
18. What evidence do you have of success?
 - Have you conducted evaluations of your efforts? Please briefly describe these.
 - Did any of these evaluation occur while you still received OWH funding?
 - Have you collected data on client outcomes? (e.g, individual health status, retention in care, satisfaction with care, follow-up on referrals)

- Have you collected data on community outcomes? (e.g., population health status, recruitment into care, enrollment in women’s health research studies, employment of lay health workers)
- Have you collected data on staff outcomes (e.g., employee retention, staff capacity, staff competency, representation of women and minorities in leadership positions)
- Have you been able to use data to support your efforts to sustain a comprehensive, integrated, interdisciplinary approach to women’s health?

[IF WE DO NOT ALREADY HAVE IT, ASK WHETHER THEY CAN SEND ANY COPIES OF REPORTS THAT INCLUDE DATA ON THEIR EFFORTS]

19. How did the program change your organization’s policies and procedures regarding the delivery of women’s health care?

- What have been the effects of these policy and procedure changes?
- Have these changes been sustained since OWH funding ended?

20. Since OWH funding has ended, have you successfully secured other sources of funding to continue all or some aspects of your program?

- What are these sources of funding?
- Is the amount of additional funding you secured more, less, or equal to your previous amount of OWH funding?
- How steady has this additional funding been?
- If you had not been able to secure additional funding, how would you have been able to maintain your MHWM program?
 - Would you have been able to maintain the entire program or just some components? If so, which ones?
 - How would you have accomplished this?

VIII. Recommendations and Closing

21. Do you have any recommendations regarding ways that OWH could help organizations like yours sustain an integrated model of women’s health care after the end of Federal funding?

Probes for types of support:

- Publications
- Training
- Technical assistance
- Development of program guidance on sustainability

Probes for topics areas:

- Developing comprehensive sustainability plans
- Locating and applying for funding sources
- Fiscal management and efficiency
- Marketing and promotion to raise awareness among potential funders

22. Is there anything else that would be helpful for us to know in trying to understand what factors helped or hindered your ability to sustain your efforts to deliver comprehensive, interdisciplinary, integrated health care?

Thank you very much for your time and the information that you have provided.