

**ATTACHMENT 10:**  
**WORKSITE SUPERVISOR INTERVIEW PROTOCOL**

## Worksite Supervisor Interview Protocol

[Phone Script – Attachment 24]

[Verbal Informed Consent – Attachment 5]

### General

1. Could you describe the role that [CHW Name] plays/ed at your organization?
2. During what time period did/have you supervise/d [CHW Name]?
3. Are you aware of the Women's Health Leadership Institute Training that [CHW name] attended in [insert year CHW participated]?

#### **If yes,**

- a. How did you hear about it?

Then continue with Community Action Project (CAP) section

**If no,** read the paragraph below if clarification is needed, or **skip to Other Leadership Activities section below.**

Here is a brief overview of the training: The WHLI training is funded by the Federal Office on Women's Health. The goal of the training is to train experienced community health workers (CHWs) to act in leadership roles and to address health disparities in their communities using a public health systems approach. The core competencies of the training model included: systems thinking; challenging the process and mastering change; shared vision and collective action; strengthening collective capacity for action; and building leadership. The desired outcomes of the training include increased CHW leadership knowledge and competencies, CHWs' application of competencies in their leadership activities, as well as positive systemic and/or community level change around women's health issues that occur as a result of CHWs' increased leadership capacity.

[CHW name] participated in WHLI training in X year, so I would like you to think about [CHW name]'s performance before and after that year in answering these questions.

### Community Action Project (CAP)

4. Are you familiar with the Community Action Project about [insert topic] that [CHW Name] developed and implemented as part of the WHLI? If yes.... (If no, skip the rest of the section)
  - a. Do you remember any facilitators and barriers to [CHW name]'s CAP? <Listen for facilitators/barriers about development AND implementation.>
  - b. To what extent did the CAP result in system-level changes to reduce *health disparities/inequities in the community*?
  - c. What is the nature of these system-level changes—e.g., policy, environmental or other system changes? [If needed say, For example, getting a community coalition together to advocate that city councils create stronger ordinances restricting something, such as over-the-counter youth access to tobacco]
  - d. Have these changes been sustained over time?

5. Do you think this project would have occurred in the absence of the WHLI training?

#### Other Leadership Activities

6. What types of changes in your organization or your community has [CHW Name] engaged in since s/he participated in the WHLI training (or in the past couple years)? If they are unsure we can clarify - "For example, engaging in activities with the intention to create positive changes (i.e., to improve service to clients by your home organization, to improve the way organizations work together to improve health services in the community, and/or, to engage policy makers to address community needs) in their organization and/or community"
7. Would you say that [CHW name] exhibits more leadership ability than other CHWs in your organization? To what extent did [CHW Name]'s leadership activity/ies aim to impact or create system-level changes that aimed to reduce health disparities or inequities?
  - a. Did these activities result in any changes in your organization? In the community you serve?
8. To what extent has the impact of his/her leadership activity/ies been sustained over time?
  - a. What were the facilitators and barriers to sustaining these changes?
9. If the WHLI training were available again today, would you support your staff's participation?
  - a. If yes, what kinds of support would you be able to provide? (time off, money for travel, time to complete the CAP).
  - b. If not, why not?
  - c. Do you have any suggestions for the training, based on your organization's or community's needs?

#### Skills/Abilities

[only ask for those who remembered the training]

10. Do you feel that [CHW Name] demonstrated new leadership knowledge and skills after participating in the WHLI training? Did you notice any change in [CHW name]'s performance before and after the training?

If yes,

  - a. How has s/he used that knowledge or those leadership skills since the training?
  - b. Has [CHW Name] retained these leadership knowledge and skills s/he learned from the WHLI training?
  - c. Which competencies or what knowledge have been *most important* in the work s/he has done since the training?
  - d. What change in performance did you notice before/after training?
11. Are you aware of any changes in your organization and/or the community your organization serves that may be directly associated with the CHWs' improved performance? If yes, what were they?
12. Is there anything else you would like to share about the WHLI or the impact it had on [CHW name]?

#### REQUIRED Interviewee recruitment:

As part of our evaluation of the impact of the WHLI, community members who have been positively impacted by work CHWs have done.

- a. Can you suggest any community members that might be willing to talk to us that have been impacted by [CHW Name's] CAP or other work they've done since the training?
  - i. Do you have their name, phone, email, or address that you could share?