

ATTACHMENT D4. DISCUSSION GUIDE-COMMUNITY PARTNERS

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WISEWOMAN Evaluation Site Visit Discussion Guide Partner Organizations

A. Introduction [5 minutes]

My name is [fill in]. Thank you for your time today. As we mentioned when we scheduled this interview, General Dynamics Information Technology (GDIT) and Mathematica Policy Research are supporting the Centers for Disease Control and Prevention (CDC) in conducting an evaluation of the WISEWOMAN program. The purpose of the evaluation is to find best practices in program implementation and develop evidence of the program’s effect on outcomes. This year, we are visiting [five/six/seven] funded WISEWOMAN programs across the country to meet with administrative staff and program partners.

This interview will take about 60 minutes. I would like to record the conversation as a back-up for our notes. We will keep the recording private and use it only for reference purposes for this project. We will not attribute any statements or quotes to you without permission. Is it OK for me to begin recording?

[BEGIN RECORDING]

1. First, briefly tell me a bit about yourself and your job. [If multiple respondents are present, collect this information from each person]
 - a. What is your position?
 - b. What are your roles and responsibilities?
 - c. How long have you been in this position?

B. Partner Background [10 minutes]

Next, we are interested in hearing more about the work that [ORG] conducts.

2. What type of activities does your organization engage in related to cardiovascular health? [EQ I.4]
 - a. Does your organization provide direct services?
 - b. What types of services does your organization provide?
3. What population does your organization serve? [EQ I.4]
4. [If direct service provider] On average, how many clients does your organization serve in a year? [EQ I.4]
5. [If direct service provider] We are interested in hearing how WISEWOMAN service providers are using team-based care to reduce participants’ risk of cardiovascular disease and manage hypertension.

[If needed: Team-based care is an approach that uses a multi-disciplinary team (including clinicians, nurses, medical assistants, health coaches, pharmacists, social workers, dieticians and other providers) to deliver clinical and health education services to participants. The goal of team-based care is for team members to provide support and share responsibilities of hypertension care to complement the primary care provider’s activities.]

Do you work with participants’ other health and service providers to deliver services using a team-based care approach? [EQ I.1]

- a. Can you give me an example of how you use a team-based approach?
 - b. Can you tell me more about any challenges that you’ve experienced using a team-based care approach?
 - c. In your opinion, has using a team-based care model helped you serve participants? If so, how? If not, why?
6. In what policy or systems activities related to cardiovascular health does your organization engage? [EQ I.4]

C. Partnerships [30 minutes]

WISEWOMAN

Next we will ask about the specific ways that you partner with WISEWOMAN and other organizations in the community. Let’s begin by talking about WISEWOMAN.

7. Please tell me about the relationship between your organization and WISEWOMAN. [EQ I.4]
- a. What are your main forms of interaction?
 - b. What do you see as the purpose of the partnership with WISEWOMAN?
 - c. Do you have a memorandum of understanding (MOU), contract, or other sort of agreement with [fill WISEWOMAN grantee name]?
8. How frequently does [ORG] communicate with WISEWOMAN? [EQ I.4]
9. In what ways does your organization collaborate with WISEWOMAN? [EQ I.4]
- a. How is this work going? (What is going well? What roadblocks have you encountered?)
 - b. Do you have specific examples of things that [ORG] has accomplished in conjunction with the WISEWOMAN program?
 - c. Do you have examples of things that [ORG] hopes to accomplish working with the WISEWOMAN program? What is the timeline for this work?

10. Does [ORG] ever refer people to WISEWOMAN? [EQ I.2, I.4]

IF YES:

- a. How often do you refer people to WISEWOMAN?
- b. Under what circumstances do you refer women to WISEWOMAN?
- c. What types of people do you refer to WISEWOMAN?
- d. When you refer people to WISEWOMAN, are you likely to know whether they followed through? Why or why not?

11. Does WISEWOMAN ever refer people to [ORG]? [EQ I.4]

- a. If YES, can you tell us more about how these referrals usually work?

12. Thinking about the referrals [ORG] makes and receives from the WISEWOMAN program, what factors have made the referral process work well? [EQ I.2, I.4]

13. Thinking about the referrals [ORG] makes and receives from the WISEWOMAN program, what factors have made the referral process more challenging? [EQ I.2, I.4]

14. Does [ORG] share data with the WISEWOMAN program (or with clinics that serve WISEWOMAN participants)? [EQ I.4, IV.4]

- a. What types of data are shared?
- b. How do you share data (for example, do you share a system or have a process for sharing data)?
- c. How do you use these data?
- d. What factors have made it easier to share data?
- e. What has been difficult about sharing data with WISEWOMAN?

15. In what other ways does [ORG] collaborate with WISEWOMAN (for example, submit joint proposals, plan health education events, plan other outreach events in the community, or work on developing policies)? [EQ I.4]

16. Would you describe the relationship between your organization and WISEWOMAN as mutually beneficial, or does one organization benefit more than the other? What makes you say that? [EQ I.4]

17. From your perspective, what have been the greatest benefits for [fill health org name] in partnering with the WISEWOMAN program? [EQ I.4]

18. What have been the biggest roadblocks to a productive partnership with WISEWOMAN?
[EQ I.4]

- a. What would make your partnership with WISEWOMAN better?

Other organizations

19. To what extent does your organization partner with other organizations in the community?
[EQ I.4]

- a. What types of organizations?

20. How many MOUs or contracts does your organization have? [EQ I.4]

- a. What do the MOUs cover?
- b. What types of activities do you conduct with the organizations with which you have formal partnerships?

21. With how many organizations do you have informal or verbal partnerships? [EQ I.4]

- a. What types of joint activities do you conduct with them?

22. Does [ORG] refer people to other places in the community that offer other services? [EQ I.4]

- a. IF YES: To what places does [ORG] refer these people?
- b. How often does [ORG] refer these people?

23. How does your relationship with WISEWOMAN compare with your relationships with other organizations in this community? [EQ I.4]

- a. More or less formal?
- b. More or less productive?
- c. More or less key to fulfilling the mission of your organization?

D. Community [10 minutes]

Let's talk about the community in which your organization operates.

24. Can you describe the demographic, cultural, and linguistic characteristics of your community? [EQ 1.6, II.3]

- a. What languages are most common?
- b. In addition to language, are there any special cultural considerations for any of these populations related to improving cardiovascular health?

25. What are the biggest barriers to cardiovascular health in the communities where your program operates? [EQ 1.6, II.3]
26. What types of resources are available in the community to support cardiovascular health? [EQ 1.6, II.3]
 - a. Can you describe the most helpful?
 - b. The least helpful?
27. Are there any resources that you think should be developed to support cardiovascular health? [EQ 1.6, II.3]
28. From your perspective, has the WISEWOMAN program helped address health disparities based on race or socioeconomic status? [EQ II.3]
 - a. Why or why not?
29. Based on your interactions with WISEWOMAN, does it seem that WISEWOMAN services are valued in the community? How? [EQ II.3, IV.5]
30. Does it seem that women engage in healthier behaviors after they enroll in the WISEWOMAN program?[EQ II.2, IV.1, IV.5]
31. Can you provide any stories or anecdotes of how the WISEWOMAN program has affected women’s health or behaviors? [*Interviewer- probe for data, if available*][EQ IV.1, IV.5]

E. Wrap-up [5 minutes]

We are almost done. We will ask you a few more questions about your perceptions of the WISEWOMAN program’s greatest strengths and weaknesses.

32. From your perspective, what have been the greatest strengths of the WISEWOMAN program in your community? [EQ II.2, II.3, IV.5, IV.6]
 - a. How much of an impact do you think the WISEWOMAN program makes on the community?
 - b. Describe what you see as WISEWOMAN’s key achievements toward improving the community.
 - c. What do you see as the biggest benefits to having WISEWOMAN in the community?
33. What have been the biggest roadblocks to the WISEWOMAN program’s success? [EQ I.6, II.2, II.3, IV.5, IV.6]
 - a. What resources would help the WISEWOMAN program become more successful?
34. From your perspective, are there components of the WISEWOMAN program that could or will continue after the five-year cooperative agreement ends? [EQ IV.7]

35. Is there anything else you would like to share with us about your experiences with the WISEWOMAN program?

Thank you for taking the time to speak with us today. If you have any additional questions, please feel free to reach out to us.