

INSTRUMENT 7

SUBJECT MATTER EXPERT INTERVIEW TOPIC GUIDE

Implementation Study of the Title X Program

Topic Guide for Subject Matter Experts

Lead Interviewer	Note-taker	Start time	End time	Date

I. Respondent information

Name	Title	Org name	Email/Phone

II. Introductions and purpose of study

Hello, my name is [Name] and my colleague [Name] is also joining us today. Thank you so much for meeting with us today. We are with Mathematica, an independent research team studying the implementation of the Title X program. The purpose of our discussion is to seek your expertise as a [Family planning policy/Title X expert/expert in the field]. We are conducting interviews with grantees, providers, clinic administrators, and clients in an effort to tell the rich stories of the Title X program, to hear from those directly involved in and impacted by the program and its services, and to derive important lessons to help sustain and improve those services for families across the country. We are also conducting interviews with subject matter experts like yourself in order to understand the big picture, including the strengths, weaknesses, and evolutions of the Title X program. We are especially interested in lessons about the program’s efforts towards achieving access, quality, and equity that you think would be useful to share with the field. Once the study is complete, OPA will publish and share the findings publicly.

We expect this discussion to take around 60 minutes. I will be taking notes as we go, but we would like to audio-record this interview so that we can refer to it to make sure that our notetaking is accurate. The recording is for our internal use only, and after we are sure that we have good notes, we will delete the recording. Are you OK with us recording the interview?

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III. Privacy and confidentiality

Before we begin, I want to inform you of several important notes about how we plan to use the information you provide the study team. This discussion along with other documentation that we collect related to the Title X grant program will be used to produce summary reports on themes emerging from the information we collect across all grantees, such as the different strategies grantees use to ensure access to equitable, affordable, and client-centered services. It will also be used to understand the big picture, including the strengths, weaknesses, and evolutions of the program.

While we will not attribute any information you provide in this interview to you personally, the information you provide will contribute to our overall summary reports and OPA will share these reports with Title X grantees and publicly.

The reports will not contain confidential information. We may use quotes to illustrate findings, but if we do, we will not report any information that will allow a quote to be identified with you. The notes and recording from this discussion will not be shared with anyone beyond the research team. The recording will be erased once we have finalized our notes.

I want to emphasize again that there are no right or wrong answers to our questions. If you do not know the answers to any questions and want to circle back with us, let us know. At the end of this discussion, we can work with you to identify a time to speak again.

By voluntarily agreeing to participate in this study, you are agreeing to answer these questions with responses that are true for you.

- Do you understand the purpose of our conversation today?
- Do you have any questions or concerns before we begin?

IV. Project Contact Information

If you have further questions about this project, you may contact the survey director, Jennifer Walzer, at (312) 994-1042 or TitleXstudy@mathematica-mpr.com.

List of Topics

A. Background and experience

- a. Respondent's experience in the family planning/reproductive health field, including relevant prior roles
- b. Respondent's relationship to the Title X program, including experiences working with OPA, Title X grantees, sub-recipient organizations, and/or client populations

B. Efforts to deliver affordable, client-centered, quality family planning

- a. Perceived successes and failures of the Title X program in delivering affordable, client-centered, quality family planning (Goal 1.2)
 - i. Examples of successful or innovative strategies used by grantees in delivering client-centered, quality family planning

- ii. Gaps or areas for improvement in grantee's efforts to deliver affordable, client-centered, quality family planning
- b. Perceptions of clinical, financial, and/or administrative ways in which the Title X program improves and/or hinders grantees and sub-recipient sites' ability to deliver affordable, client-centered, quality family planning and other related health services (Goal 1.5)
- c. Perceptions of system-level factors related to healthcare delivery related to the Title X program that facilitate or challenge equitable delivery of client-centered family planning services (Goal 1.6)
- d. Pivots and accommodations made by grantees, subrecipients, and service delivery sites during the COVID-19 pandemic (Goal 3.1)
 - i. Examples of pivots and accommodations that worked well and less well to protect and promote equitable access to client-centered family planning services (Goal 3.1.1)
 - ii. How recent innovations and possible solutions can inform future efforts to provide equitable access to quality and client-centered family planning services (Goal 3.2)
- e. Concrete steps that Title X grantees, service sites, and partners can take to improve clinical encounters and increase delivery of client-centered care (Goal 2.3.1)

C. Outreach and community engagement

- a. Societal, economic, political, physical and structural factors that facilitate or challenge grantees' ability to reach and serve diverse and underserved populations (Goal 2.2.5)
- b. Examples of successes and failures in reaching diverse populations (*e.g.* adolescents, LGBTQ+, indigenous communities, persons with limited English proficiency, remote and rural populations) and populations that are underserved by family planning programs with delivery of high-quality, client-centered services (Goal 2.1, 2.2.3)
- c. Perceptions of client-provider communications in Title X service delivery, and suggestions for improving client-provider communication (Goal 2.2.1)
- d. Perceptions of gaps and areas for improvement in community engagement and outreach (Goal 2.3)

D. Opportunities for future research and areas for improvement

- a. Areas where Title X clinics can be leveraged to provide data to answer questions about the delivery of SRH services in the U.S.
- b. Priority areas for focus to improve the Title X program's success in advancing health equity and access to quality care (Goal 4.5)
- c. Additional topics or strategies that would benefit from future research and/or documentation (Goal 1.7)