

This survey is a tool that can be used to update a Project Connect Provider Referral Guide. It was developed by the Project Connect Los Angeles site and does not meet CDC's Office of Management and Budget (OMB) or Institutional Review Board (IRB) standards. This survey is provided as an example to aid communities in adapting Project Connect. CDC's Project Connect team recommends that this tool be adapted to meet the needs of the local area.

Throughout this document, text in *italics* represents script for the person conducting the interview.

Project Connect Provider Referral Guide Key Informant Interview

Date: _____

Provider: _____
Name

Person Interviewed: _____
Name Title

Interviewer: _____
Name

Contact Person: _____
Name

Title

Alternate Contact: _____
Name

Title

Introduction

Hello, my name is [NAME] and I'm calling from Project Connect. Last year we asked your permission to include information you gave us in a provider referral guide for school nurses at local high schools. Would now be a good time to ask you some questions to update our guide? If not, could we reschedule for a time that is more convenient for you? Or would you prefer for us to come in person to do the interview?

If they ask about how long the interview would take, say:
The interview should take approximately 10-15 minutes.

General Clinic Information

Please verify the following general clinic information:

Q1. Clinic Address and Cross Street

Q2. Appointment Phone Number(s)

Q3. Does your clinic offer...

1. After-school appointments (before 5pm)?

Yes

No

2. Evening appointments (after 5 pm)?

Yes

No

3. Weekend appointments (Sat/Sun)?

Yes

No

Q4. Does your clinic offer services to both male and females?

- Males only
- Females only
- Both males and females

Q5. Does your clinic offer any of the following features?

(Check all that apply)

- A special staff member to coordinate or oversee adolescent services at the clinic
- Materials and resources specifically designed for adolescents
- Walk-in appointments available during after-school hours
- Private check-in available for adolescents
- A waiting room designed to be appealing to adolescents
- An opportunity for adolescents to give feedback on clinic services
- Other teen-specific features (Please explain: _____)

Q6. Does your clinic or organization routinely offer chlamydia screening to **all** sexually active adolescent patients?

- Yes
- No

If yes, ask: Which type of chlamydia screening is offered?

- Culture
- Urine-Based Test

Q7. Which of the following family planning methods do you usually provide to adolescents at your clinic?

(Check all that apply)

- Male condom
- Female condom
- Hormonal contraception
- Emergency contraception (ECP)

If yes to ECP, ask: Is emergency contraception provided in advance or as needed?

- ECP as needed
- ECP in advance

Q8. Do you provide mental health services for adolescents? Yes No

If yes, ask: What services do you provide?

Q9. Is your clinic a VFC (Vaccines for Children) provider? Yes No

Q10. Does your clinic routinely test adolescents for HIV? Yes No

- Q11. *Is your clinic a Family PACT provider?* Yes No
- Q12. *Is your clinic a Medi-Cal provider?* Yes No
- Q13. *Are there any fees for the services you provide?* Yes No Sliding Scale
- Q14. *Are you still taking new adolescent patients?* Yes No
- Q15. *Do you provide services to adolescents at your site or refer them out?*
 On-site only Some on-site, some referred out Referred out only
- Q16. *Can we continue to list your clinic on our referral guide?* Yes No

Referrals

Now I have a few questions about school nurses making referrals to your clinic.

- Q17. *In the past year, have you noticed any change in the number of high school students seeking services?*

If increase, ask: Was this an increase in new high school patients or were they returning high school patients visiting more frequently? What do you think caused the increase?

Probe: Are you aware of any other programs at the schools that would bring students in?

If decrease, ask: What do you think caused the decrease?

- a. *How do you keep track of new referrals?*

Probe: On a "new patient" form? Other form?

b. *What is done with the referral information once it has been collected?*

Probe: *What is it used for? How is it tracked?*

Q18. *In the past year, how many student patients, if any, have said that they were referred by their school nurse?*

Probe: *Do you remember which school they were from?*

Relationship Building

Q19. *How much interaction does your clinic have with local public schools and their personnel?*

Probe: *Is there anyone at a local public school that your clinic has an ongoing relationship with or is in contact with on a regular basis? What schools? What personnel? What is the nature of the relationship?*

Q20. *How interested would you, your clinic doctors or other staff members be in meeting again with the school nurses who are referring patients to your clinic, at the Link Over Lunch meeting this fall?*

Q21. *Are you interested in making outreach or promotional materials from your facility available at the schools for the students?*

If not interested, ask: *Why?*

If interested, ask: *Do you already have materials that you would like to use?*

If they have material ready:

If you're interviewing in person, ask: *Would you like me to take some materials today to drop off at the school?*

If you're interviewing on the phone, ask: *Can I come by to pick up the materials sometime?*

If they don't have material, ask: *Would you like assistance in developing new materials that show the services you offer to adolescents?*

Community Services

Q22. *Do you provide any other community outreach services?*

Probe: *If there was a venue where teens hang out, are there any outreach services you would provide to them? (e.g. health education, testing, condom distribution, promotional materials, referrals)*

Now I have a few questions for you about collaborating with high school nurses in our intervention schools. We are planning to hold another Link Over Lunch meeting this fall for health care providers and local high school nurses to discuss more ways you can work together to improve access to reproductive health care for teenagers in these high schools. We would like to get your thoughts and input to help us develop the agenda for this meeting.

Q23. *What types of things would you want high school nurses to know about the services you provide?*

Q24. *What types of things would you want to know from high school nurses?*

Q25. *What other things would be useful to talk to high school nurses about in this meeting?*

Those are all the questions I have for you. Do you have any questions for me? Thanks very much for your help.