

## Supplemental materials for

Wallander Gemkow J, Van Schyndel A, Odom RM, et al. A mixed methods evaluation of a quality improvement model to optimize perinatal and primary care in the community health setting. *Ann Fam Med*. 2024;22(1):37-44.

### Supplemental Appendix A: Interview Guide

#### Introduction:

- What is your role here at the clinic?
- Can you explain a bit about your day to day duties?
- How long have you been working here at the clinic?

#### Identify prior experience with quality improvement activities:

I'd like to ask you about new programs or initiatives that have been implemented since you've been working at this clinic. This can include quality improvement projects, best practices or evidence-based practices, or interventions that change the way the clinic and the staff operates. These do not need to be MCH-specific. These could also be new clinic-wide policies or new ways of providing care.

- Can you think of any examples of this?
  - o Probe, if necessary: This might be as simple as a new way of referring patients to specialists, a change in how patients complete registration, or a different way that the staff completes their tasks, such as patient billing.
  - o Describe very briefly what this change or new process looked like.
- Was/were this/these initiatives successful? Why or why not?
- Do you or this clinic have previous experience participating in a Collaborative for a quality improvement initiative or for a research project aimed at improving practices within this clinic? What was that/those experience(s) like?

#### Current QI Project Related to Maternal Health/Describing the Maternal Health QI Initiative

**It is my understanding that your clinic is involved in a maternal health QI initiative as part of the [Collaborative for Maternal Health] led by [Central Organization] intended to ensure that women identified as high-risk in the prenatal period receive postpartum care.**

- Are you familiar with this maternal health QI initiative led by [Central Organization]?
- **If Yes**, can you describe it in as much detail as possible?
  - o Can you describe why the decision was made to implement this maternal health QI initiative at your clinic? From your perspective, what issue does this initiative address?
- **If No, STOP Interview**

#### Leading the Change

- Who (person's role) in your clinic proposed getting involved with this maternal health QI Initiative?
- Did the person or team leading the QI initiative seek input from other staff members and medical providers when planning and implementing this initiative?
- How was the QI initiative announced to medical providers? To non-medical staff members?
  - o Who (person's role) is currently responsible for overseeing the implementation of the QI initiative at your clinic?
- Are you directly involved with this maternal health QI initiative implementation?

- o If yes, what was/is your role?
- o If no, how are you informed about the changes taking place in the clinic related to this maternal health QI initiative?

### **Clinic/Staff Readiness and Staff Training**

- Besides those most involved with this initiative, to what extent are other clinic staff and medical providers aware of the current maternal health QI initiative?
  - o If they are aware, how supportive are they?
  - o If they are not aware, how important is it to make these individuals aware of this effort?

Now, I'd like to talk about how your clinic prepares staff and providers to take on new activities including QI initiatives. This includes activities like staff training and education, modeling the new activity or coaching, etc.

- When your clinic takes on a new program or process, how do staff/medical providers learn these new processes? Does your clinic set aside time for group trainings? individual trainings? Another approach?
- Now, thinking about the maternal health QI initiative, was any kind of staff/medical provider education or training implemented in order to undertake this initiative?
  - o **Note:** For the purposes of this project, [Central Organization] defines training as “informing relevant staff about the process.” This could be anything from one-on-one instruction to an all-staff training.
- If yes, please tell me about the training that you or other staff or medical providers received/provided to prepare for this initiative/change. **Probes:**
  - o When was this training offered?
  - o Do you think the training enabled you or others to implement the QI initiative more easily?
  - o Did the training include any practical advice on how the change would fit into staff/medical providers' work days?
  - o Did you have the chance to offer any feedback on the adequacy/usefulness of the training?
  - o Any other comments on the adequacy/usefulness of the training?

### **Specific Questions about the QI Initiative to Improve Maternal Health**

#### **Now I would like to ask you about the Maternal Health QI Initiative itself:**

- Whether or not you or your clinic has prior experience with collaboratives for QI, have you been participating in the Collaborative being administered by [Central Organization] for this maternal health QI initiative?
  - o Have you participated in any maternal health Collaborative meetings (including attending monthly calls, technical assistance from [Central Organization], etc.) with other clinic sites?
    - Have these meetings been valuable? How?
  - o Do you have any feedback about how [Central Organization] has led the maternal QI Collaborative to date?
    - How do you feel about the extent to which [Central Organization] obtains your input?
    - How do you feel about the extent to which [Central Organization] allows each Community Health Center to define criteria and processes for the maternal health QI initiative?

- If you have personal prior experience with collaboratives focused on QI or generating evidence for best practices, how is this Collaborative similar? How is it different?
- o In general, whether or not you have had prior collaborative experience for QI, what are the benefits of participating in collaboratives such as this for QI activities? What are the challenges?
- **Now, I would like to ask you about specific components of the Maternal Health QI Initiative:** At this time, have criteria for high-risk prenatal patients in your clinic been defined?
  - o If yes, was this process easy? Difficult?
    - What information did you use to define these criteria?
  - o If no, what have been the difficulties in defining these criteria?
- At this time, have criteria for high-risk prenatal patients in your clinic been implemented?
  - o If yes, was this process easy? Difficult?
  - o What is the current process for implementation of these criteria?
    - What are the barriers/challenges?
    - What are the facilitators?
  - o If no, what have been the barriers to implementing these criteria?
- **[If registry not mentioned in response to question above].** At this time, is a registry/process in place and being implemented to identify high-risk patients?
  - o If yes, has the development of a registry/process been easy? Difficult?
  - o What is the current process for implementation?
    - What are the barriers/challenges?
    - What are the facilitators?
  - o If the registry is not in place, what have been the barriers to the development of this registry?
    - How likely is it that this registry will be implemented sometime in the near future?
- At this time, is there a process to coordinate care for high-risk maternal patients and ensure that high-risk maternal patients receive postpartum care?
  - o If yes, can you describe this process?
    - Has implementing this process been easy? Difficult?
    - What are the barriers/challenges?
    - What are the facilitators?
  - o If no, what have been the barriers to developing a process for ensuring that high-risk maternal patients receive a postpartum visit?
- At this time, is there a process in place to coordinate the referral of high-risk maternal patients to primary care and/or a medical home in the extended postpartum period?
  - o If yes, can you describe this process?
    - Has implementing this process been easy? Difficult?
    - What are the barriers/challenges?
    - What are the facilitators?
  - o If no, what have been the barriers to developing a process for ensuring that high-risk maternal patients receive a referral to primary care/medical home?

## Concluding Questions

- What do you see as the challenges moving forward for this particular maternal health QI initiative? Other initiatives to improve maternal and infant health?
- In the long run, do you think that this maternal health QI initiative will have a positive impact on your clinic and the maternal patients served here?
- Do you think this particular effort is scalable (beyond the current pilot) at your health center? Are you considering maintaining this process at the end of the formal QI initiative?
  - o From your perspective, what would it take (capacity/resource wise) to sustain and/or broaden this effort in your organization?
- What other QI initiatives would you like to see initiated at your clinic:
  - o To improve the quality of care for women and infants?
  - o To improve maternal and infant health outcomes?
- Based on your experience with this maternal health QI initiative, what do you think could be improved going forward with respect to the implementation of QI initiatives?
  - o In general? About the Collaborative nature of this effort?
  - o What are some tips you would like to share for future QI initiatives focused on maternal health?
- Any final thoughts or comments?

**Thank you for your time today. We really appreciate your willingness to share your experiences, thoughts, and insights.**