

Online Supplementary Material

Bennett IM, Switzer J, Aguirre A, Evans K, Barg F. 'Breaking it Down': Patient-clinician communication and prenatal care utilization among African American women of low and higher literacy. *Ann Fam Med*. 2006;4:334-340.

<http://www.annfammed.org/cgi/content/full/4/4/334/DC1>

Supplemental Appendix 2. Script for Prenatal Focus Group

Hello everyone. Thank you very much for coming to today's focus group. My name is Abigail, and I am a social science researcher. I will be your focus group moderator today. I am working with Ian, the doctor working with the project, who will be co-moderating, and Julia, who will be taking notes. We all work for the School of Medicine here at the University of Pennsylvania.

I want you to think back to a long time ago after you delivered your baby at the University of Pennsylvania Hospital. Do you remember that we asked you then to give us information about the care that you received when you were pregnant? We are interested in **developing an educational program for expecting mothers**. Today is part of that process in that we are bringing groups of women together like you to talk about what **made it easy or hard for you to get health care**. We are most interested in your prenatal care, that is, the care that you get during your pregnancy. We have asked you to come today because we are interested in your opinions and your experience. And even though it was many months ago, when you're answering the questions, **please think back to the care that you received while you were most recently pregnant and tell us what worked well and what didn't work so well**.

Has anyone here ever been in a focus group?

My role is to be your guide by asking questions and keeping us on time, but **this is really your time**. I also will make sure that everyone has a chance to share ideas. Sometimes you might notice that when you speak, I don't keep eye contact for very long and that I am looking at other participants. I do this to remind you that I want you to address your comments to the group—not to me—and also to watch for signals that others want to jump in next.

- There are **no right or wrong answers**—we just want to know what *you* think.
- We want to be sure that we accurately report *all* ideas from the focus groups, so **we are taping this session**.
- Let me assure you, though, that **your name will not be associated in our report with anything you say**.
- It is important that all members present respect other individuals and keep all information shared in the session confidential.
- Also, because this is confidential, please **do not use names of doctors or other health care providers** (go right ahead and speak your mind if a doctor or other health provider did something that you liked or didn't like).
- Finally, we ask that everyone take part because that is how we will learn from your opinions and experiences!

At the end of the focus group, we are going to give each participant \$35 for coming (\$25 for your participation and \$10 for your transportation).

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Let's get started!

(Icebreaker) Now that we have gone over the administrative stuff, I would like to have everyone introduce herself. Please say your first name only, and let us know how old your most recent child is and if you have any other children. We're not going to go in any particular order, just jump in when you feel like it.

Thank you. Okay, so now we are ready to start talking about your health care and things that make it easy or difficult for you to get care.

Q1. As you know, when a woman is pregnant, she is advised to get care throughout the entire pregnancy or to go regularly to a doctor or a health care provider. Tell us how this experience was for you. Did you go to these visits, and if you did, what did you think of them? If you did not go, why didn't you go?

1. How often did you go?
2. Did you want to go? Why?
3. What made you want to go?
4. Did anything make you not want to go? What?
5. Do you think prenatal care is important?
6. What was the main reason to go to the appointments?

Q2. Why do you think some women don't go to prenatal appointments?

Q3. Are there things about your clinic that make it easier or harder to come to your appointments?

1. What other than transportation makes it easier/harder?

Q4. When you came to your appointments what did you think about, what were your emotions?

Q5. Let's discuss talking to your doctors and nurses.

1. How did the doctors do in answering your questions?
2. Was there anyone else at the clinic who you got information from?
3. How did they do in answering your questions?
4. In other focus groups that we have conducted, some women said that they did not trust their doctor or they felt that their doctor was trying to get away with doing very little. Have you had this experience? If so, what happened?

Q6. Other than the doctor's visits, how else did you find out about pregnancy?

Q7. Did you prepare for your prenatal visits? If so, how?

Q8. A lot of times written materials are given out at the prenatal visit. Here are a few of the ones that are given at you clinic... Look familiar?

1. Did you find them useful?

(IF THERE IS TIME)

Q9. This is a *Baby Basics* book (pass it around). Did any of you receive this book?

1. Do you still have this book?
2. Have you ever had a chance to look at the book?

Q10. Is there anything else you would like to tell us about getting prenatal care?

(Wrap-up) Thank you very much for coming to this focus group. We really enjoyed hearing from you!

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Specific probes (if not raised spontaneously):

1. Can you tell me about how making sure everything was okay was a part of needing to get to prenatal care?
2. What about getting tests, like needles, and other tests?
3. How about long waits? Was that a part of why getting to prenatal care was hard?
4. How about listening to the heartbeat and getting an ultrasound?