

Example 2: IRC SLC Women’s Health Needs Assessment

Facilitator Script:

My name is _____. We are conducting a needs assessment to understand community needs for refugee women’s health programs in Salt Lake City. Today, we would like to ask you questions about your experience with healthcare, women’s health, pregnancy and relationships. We want to hear from you about your experiences and needs, so we can develop programming and access to resources that better fit the needs of females coming to the U.S. Participation in this research will not cost anything and this survey will take approximately 60-90 minutes to complete. We understand that some of these questions are sensitive, which could cause discomfort, and we appreciate your trust in us. The survey responses will be kept confidential, and your name will not be connected to your responses. If you choose to participate in this research, please answer questions as honestly as possible and ask questions if you are confused in any way and need more information. Participation in this study is completely voluntary. If you decide not to participate there will not be any negative consequences. If you decide to participate, you may stop participating at any time and you may also decide not to answer any specific question, without risk of penalty. You will still have access to any services that you currently receive through the IRC. If you choose to complete this survey, you will receive a \$45 gift card to compensate you for your time and input. Thank you for taking the time to complete this interview and assist us in our research. Your responses will help us make decisions regarding women’s health programming based on client needs and preferences. If you have any concerns about this study, you can contact Annie at annie.shaw@rescue.org work phone: 801-694-2442 (on Resource Sheet).

1. We will be interviewing several women and summarizing the answers to the interviews. Would you like to receive the results of this study when we are finished?	yes/no
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Demographics

Facilitator Script:

We would like to start by collecting some demographic information. Your name will not be connected to your responses. Obtaining this information help us identify patterns between all the women we are collecting responses from.

2. Age	
3. Gender	
4. Country of origin	
5. Country of transit	
6. Length of time in US	
7. Marital status	Single, married, divorced, widowed
8. Highest education level completed	
9. Primary Language	
10. Number of pregnancies	
11. How do you describe your sexual orientation? I ask this because I want to make sure that I understand you as best as I can and use the terms that you use. Sexual orientation may include, but	If client asks for definitions: Heterosexual: Someone who is romantically attracted to

isn't limited to, heterosexual, gay, bisexual, or other orientations.	someone of the opposite gender as themselves Gay: someone who is romantically attracted to someone of the same gender as themselves Bisexual: someone who is romantically attracted to both women and men
12. IRC Client?	

Facilitator Note:

There will be a diverse group of clients and community members participating in this needs assessment. With this, there will be a variety of backgrounds and answers. Some questions may become repetitive - it's on the facilitators discretion to skip questions and fill in the answers for information that has already been discussed.

Health Access

Facilitator Script: We'll start by gathering some general information about your experience with healthcare and accessing health care in the United States.			
12. Health Access – Navigating health care education	Refugee's in SLC understand the strengths and limitations of the US healthcare system	What positive or negative experiences have you had utilizing Utah's healthcare system? Prompt: "Tell us your story, your journey with the US Health care system. What do you like about it? Not like?"	Short answer
Facilitator Script: A family doctor is someone who treats all areas of the body and can see any age or gender of person. Typically, a person has one family doctor that they will see recurringly throughout the year.			
13. Health Access – Navigating healthcare education	Refugee's in SLC can access a family doctor	Do you have a family doctor?	yes/no

14. Health Access – Navigating healthcare education	Refugee’s in SLC understand the purpose of family doctor; prevention and treatment	How often do you visit the doctor?	Check most fitting <ul style="list-style-type: none"> ○ Every week ○ Every 2 weeks ○ Every 2 months ○ Every 6 months ○ Every year ○ Rarely ○ Never
15. Health Access – Navigating healthcare education	Refugee’s in SLC understand the purpose of family doctor; prevention and treatment	What is the main reason you go to your family doctor?	Check all that apply <ul style="list-style-type: none"> ○ Chronic health conditions ○ Prevention (???) ○ Vaccines ○ Referral to specialist ○ Contraception ○ Pregnancy ○ Illness Other:
16. Health Access - Patient/provider communication	Refugee’s in SLC have agency in choosing providers that work for them	What is your preference when choosing a family doctor? Prompt: “If you could have any family doctor who would that be? What does your ideal family doctor look like to you?”	Check all that apply: <ul style="list-style-type: none"> ○ Gender: Male, Female, No preference ○ Cultural background: Religion, Ethnicity ○ Language Other:

Maternal Health and Family Planning

Facilitator Script: Next, we have some questions about pregnancy. We would like to find out what education should be provided to pregnant women.			
17. Maternal Health	Refugees in SLC have education about healthy pregnancy	If someone is pregnant or wants to become pregnant, what could they do for a healthy pregnancy?	Short answer _____
Facilitator Script: The following questions are about prenatal vitamins. Prenatal vitamins are supplements which contain vitamins and minerals for a healthy mom and baby during and after pregnancy.			

18. Maternal Health	Refugees in SLC have knowledge about prenatal vitamins	When is the best time for someone to start taking prenatal vitamins?	<ul style="list-style-type: none"> ○ Three-four months before trying to become pregnant ○ When you find out you are pregnant ○ When you first visit the doctor for your pregnancy ○ I don't know ○ Never
Maternal Health		Have you experienced infertility, which means you were trying to get pregnant for at least a year and you were not able to get or stay pregnant?	<ul style="list-style-type: none"> ○ Yes/No
Maternal Health		<p>If yes, did you access any help or support?</p> <p>Do you feel comfortable sharing what that was?</p>	<ul style="list-style-type: none"> ○ Short answer?
Maternal Health		In your culture, are there objections to any treatments used for infertility?	<ul style="list-style-type: none"> ○ Short answer
<p>Facilitator Script: (If an active client) Please call the health phone or let you caseworker know if you become pregnant so that we can coordinate care for you.</p>			

Contraception

<p>Facilitator Script: Next, I have some questions about contraception. When I say contraception, I am referring to something used to prevent pregnancy. Sometimes women want a pregnancy, and sometimes they want to prevent a pregnancy. We want to make sure women have access to helpful resources that support what they want.</p>			
19. Contraception	Refugees in SLC understand the purpose of contraception	What types of contraception are you aware of?	<ul style="list-style-type: none"> ○ Sterilization ○ IUD ○ Arm Implant ○ Ring ○ Patch ○ Pills ○ Depo Shot ○ Condoms ○ Withdrawal ○ Calendar ○ Abortion ○ Morning after pill ○ Abstinence ○ Abortion

			<ul style="list-style-type: none"> ○ Other _____ ○ None
20. Contraception		<p>What do you know about contraception/family planning?</p> <p>Prompt: “What is your experience with family planning? Do you have any experience? Can you talk about it openly? Do you want to know more about it?”</p>	Short Answer:
21. Contraception	Refugees in SLC are able to access contraception	Where could someone go to get contraception if they wanted it?	<ul style="list-style-type: none"> ○ Family doctor ○ OB/GYN ○ Planned Parenthood ○ Grocery store/pharmacy ○ Family/friend ○ I don't know ○ Other _____
22. Contraception	Refugees in SLC are able to access Contraception	Have you tried to access contraception in the US?	<p>Yes/no</p> <p>If yes, was it discussed with your doctor?</p> <p>What method and where did you get it from?</p>
23. Contraception	Refugees in SLC can make independent decisions around contraceptive use	Who in your family decides how many kids you will have?	<ul style="list-style-type: none"> ○ Self ○ Partner ○ Parent ○ Other ○ Never discussed
24. Contraception		Who in your family decides to use contraceptives?	<ul style="list-style-type: none"> ○ Self ○ Partner ○ Parent ○ Other ○ Never discussed
25. Contraception	Refugees in SLC are confident in discussing contraception	Is there anything that would make it difficult to talk to doctors about contraception?	Short answer _____

	with their family doctor	Prompt “Describe the most comfortable clinical environment to be in that would facilitate discussing your contraceptive needs with your doctor.” Female doctor? Shared your religion or language?”	
26. Contraception	Refugees in SLC have knowledge about different types of contraception available	If a woman would like to prevent a pregnancy, how important do you feel it is for her to learn about the contraceptive methods in the US? Why?	Categories: <ul style="list-style-type: none"> <input type="radio"/> Not at all important <input type="radio"/> Somewhat important <input type="radio"/> Important <input type="radio"/> Very important <input type="radio"/> Other Short answer _____
27. Contraception	Refugees in SLC are able to access contraception	Would you attend a clinic with only female providers/interpreters to discuss sexual health topics, such as contraception?	<input type="radio"/> Yes <input type="radio"/> Maybe <input type="radio"/> No <input type="radio"/> I don't know
28. Contraception	Refugees in SLC have knowledge about different types of contraception available	Are you aware that you can access contraception free of charge in the United States?	<input type="radio"/> Yes <input type="radio"/> No

Facilitator Script: Please make an appointment with you doctor, planned parenthood, or call IRC (at number on resource sheet) if you would like to set up an appointment to discuss contraception options with a medical professional. Various options can have side effects for different people, so it is a good idea to discuss any concerns you may have with a health care provide. There are many different options available to try in order to find the right fit for you.

Preventive Gynecological Health

Facilitator Script: Next, we would like to understand how clients feel about preventive care. Preventive care is routine health care that includes screenings, check-ups, and patient counseling to prevent illnesses, disease, or other health problems.

29. Preventive Gynecological Health	Refugees are receiving preventive care	How important is it to see a doctor annually even if you are feeling well, for preventive care? Why? Prompt: "Preventative care is when you go to the doctor when you are not sick, but to stay healthy"	Categories: <input type="radio"/> Not at all important <input type="radio"/> Somewhat important <input type="radio"/> Important <input type="radio"/> Very important <input type="radio"/> Other Short answer _____
30. Preventive Gynecological Health	Refugees are receiving preventive care	Have you ever been told that you are anemic or have low iron?	<input type="radio"/> Yes <input type="radio"/> No
31. Preventive Gynecological Health	Refugees are receiving preventive care	If yes, did you start taking an iron supplement or receive treatment for it?	<input type="radio"/> Yes <input type="radio"/> No
Facilitator Script: A mammogram is an X-ray picture of the breast. Doctors use a mammogram to look for early signs of breast cancer. Regular mammograms are the best tests doctors have to find breast cancer early, sometimes up to three years before it can be felt.			
32. Preventive Gynecological Health	Refugees are receiving preventive care for SRH related cancers	Has your doctor discussed a mammogram with you?	<input type="radio"/> Yes <input type="radio"/> No
33. Preventive Gynecological Health	Refugees are receiving preventive care for SRH related cancers	If yes, have you received one?	<input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> I don't know <input type="radio"/> Other _____
34.		If no, would you feel comfortable telling me why not?	<input type="radio"/> Short answer _____
Facilitator Script: The Pap Smear is a test where a provider swabs your cervix, located at the top of the birth canal, to look for precancers, cell changes on the cervix that might become cervical cancer if not appropriately treated.			
35. Preventive Gynecological Health	Refugees are receiving preventive	Has your doctor discussed a pap smear with you?	<input type="radio"/> Yes <input type="radio"/> No

	care for SRH related cancers		
36. Preventive Gynecological Health	Refugees are receiving preventive care for SRH related cancers	If yes, have you received one?	<input type="radio"/> Yes <input type="radio"/> No
37.		If no, would you feel comfortable telling me why not?	<input type="radio"/> Short answer _____

SRH Rights

Facilitator Script: Next, I have some questions about confidentiality. When I use the term “partner” I am referring to someone in a romantic or sexual relationship.

38. SRH Rights	Refugees in SLC know protections of their medical information	Are you aware that that laws in the United States protect medical information discussed with a doctor and an interpreter? Protected even from your family or partner, and can only be shared with others if you say it is okay?	This can include medical visits for injuries, contraception, pregnancy, abortion, and prescriptions. <input type="radio"/> Yes <input type="radio"/> No
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Gender Equity

Facilitator Script: Next, we would like to find out if clients are aware of their rights in relationships in the US or if we need to provide more education on this topic. Some of these questions are sensitive and may trigger feelings of discomfort. Your well-being is our highest priority, so feel free to skip any questions you do not want to answer. This needs assessment is confidential, but I need to let you know that if you disclose __that you or anyone else is in danger____, I will need to report that to our Gender Equity and Safety Coordinator, who will follow up with you.

39. Gender Equity	Refugees in SLC have positive and respectful partner relationships	Do you feel comfortable expressing your needs openly with your partner?	Categories: <input type="radio"/> Not at all <input type="radio"/> Somewhat <input type="radio"/> Comfortable <input type="radio"/> Very comfortable <input type="radio"/> Other _____
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40. Gender Equity	Refugees in SLC have positive and respectful partner relationships	How are health related decisions made with your partner? Prompt clients with the answer options if needed >>>	<ul style="list-style-type: none"> ○ N/A (no current partner) ○ The partner makes the decision ○ The partner makes the decision with some input from you ○ You both are equal partners in the decision making ○ You make the decision with some input from your partner ○ You make the decision
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Facilitator Script: For this next question, we want to understand what our clients' perceptions are of violence and abuse. You do not have to answer anything you do not feel comfortable with as these questions can be sensitive. **Abuse** is an action that intentionally causes harm or injures another person whether it happens one time or multiple times. Under the laws in Utah, the term **domestic violence** can be defined as a pattern of abusive or aggressive behavior in a relationship that is used by one partner to gain or maintain power and control over another intimate partner. This can occur between spouses, family members, consensual sexual partners, and roommates.

41. Gender Equity	Refugee's in SLC have safe sexual experiences, free of coercion, discrimination and violence	What examples of abuse can you list?	<p>Facilitator Note: Once client has responded, share each remaining type of abuse with one or two examples only.</p> <ul style="list-style-type: none"> ○ Physical <ul style="list-style-type: none"> ○ Examples include slapping, pinching, choking, kicking, shoving, or inappropriately using drugs or physical restraints. ○ Sexual <ul style="list-style-type: none"> ○ Examples include unwanted touching, rape, sodomy, coerced nudity, sexually explicit photographing. ○ Mental or Emotional <ul style="list-style-type: none"> ○ Examples include intimidation, coercion, ridiculing, harassment, treating an adult like a child, isolating an adult from family, friends, or regular activity, use of silence to control behavior, and yelling or swearing which results in mental distress ○ Exploitation (Financial) <ul style="list-style-type: none"> ○ Examples include illegally withdrawing money out of another person's account, forging checks, or stealing things out of the vulnerably adult's house
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42. Gender Equity	Refugee's in SLC have safe sexual experiences, free of coercion, discrimination and violence	Are you aware that there are illegal ways to handle conflict in a relationship? List any examples	<ul style="list-style-type: none"> <input type="radio"/> Yes <input type="radio"/> No <p>Facilitator Note: Share remaining examples after client has responded.</p> <p>Illegal Behavior Examples</p> <ul style="list-style-type: none"> <input type="radio"/> Name calling <input type="radio"/> Hitting, pulling hair <input type="radio"/> Belittling and making to feel worthless <input type="radio"/> Threatening financial or other resources <input type="radio"/> Threatening someone's life <input type="radio"/> Using or threatening to use weapons <input type="radio"/> Arguing
43. Gender Equity	Refugee's in SLC know how and when to get external help for relationship problems	List all the people someone could seek help from for family problems?	<ul style="list-style-type: none"> <input type="radio"/> Trusted friend <input type="radio"/> Family member <input type="radio"/> Therapist <input type="radio"/> Family doctor <input type="radio"/> Community Organization <input type="radio"/> Family Services <input type="radio"/> Police <input type="radio"/> Other: _____
44. Gender Equity	Refugees in SLC have positive and respectful partner relationships	Did you know you can get help for domestic violence without making a formal police report?	Yes/No

Bridge to Safety Follow Up

Thank you for answering these questions, it is important that we understand client knowledge surrounding these sensitive issues so that we can improve our programs. Our client's safety is of paramount importance and we hope that we can be of assistance if there is ever a situation that warrants additional support. Would you like us to share more information about resources with you? ([Distribute Resource Sheet](#)) Would you like our Gender Equity and Safety Coordinator to reach out to you regarding issues of safety at home?

Facilitator Script: We have a few more questions about your experience with the U.S. healthcare system. It is important that your doctor understands your needs and you can communicate well with your doctor to ensure your health needs are being met.			
45. Health Access - Patient/provider communication	Service providers understand barriers refugee's face	Do you feel like your doctor understands your needs?	Yes/No If no, what could be better?

	when communicating with providers?		
46. Health Access – Interpretation	Service providers locate and provide interpretation services effectively	How can interpretation services be improved?	Yes/no
47. Health Access – Interpretation		Do you prefer in person or over the phone interpretation? Do you prefer IRC interpretation or the clinic providing an interpreter?	<input type="radio"/> In person <input type="radio"/> phone <input type="radio"/> Don't care <input type="radio"/> IRC <input type="radio"/> Third-party <input type="radio"/> Don't care
48.		Do you prefer a male or female interpreter?	<input type="radio"/> Male <input type="radio"/> Female <input type="radio"/> Don't care <input type="radio"/> Other: _____
49. Health Access - Navigating healthcare Education	Refugee's in SLC can access emergency care through 911 or ER	Do you know what situations you would go to your family doctor, Urgent Care or call 911?	Yes/no
<p>Facilitator Script: (If necessary). While the family doctor requires an appointment and is for non-urgent concerns, urgent care is a walk-in clinic open majority of the day and 911 is an emergency phone number you can call anytime of the day for immediate assistance. If you ask for interpretation, they are required to provide it. The most important thing to tell them is your address.</p>			
50. Health Access – Transportation	Refugee's in SLC can overcome barriers to transportation	How do you get to the doctor?	Check most used: <input type="radio"/> Bus <input type="radio"/> Walking <input type="radio"/> Friend <input type="radio"/> Car Other:
51. Health Access – Transportation	Refugee's in SLC can overcome	How do you navigate the bus route?	Check most used: <input type="radio"/> google maps <input type="radio"/> Transit app <input type="radio"/> just knowing where to go <input type="radio"/> Number of stops

	barriers to transportation		<ul style="list-style-type: none"> ○ Friend Other:
52. Health Access – Transportation	Refugee’s in SLC can overcome barriers to transportation	What are the biggest challenges you’ve experienced riding the bus?	Short answer
53. Health Access – Appointment Scheduling	Refugee’s in SLC can schedule appointments on their own	Do you schedule appointments to see the doctor? If yes, how?	Yes/no Check most fitting answer <ul style="list-style-type: none"> ○ Schedule by phone ○ Schedule in person ○ Schedule online ○ I don’t schedule my own appointments ○ Other
54. Health Access – Appointment Scheduling	Service providers understand the barriers Refugee’s face when scheduling appointments	What barriers do you experience accessing healthcare? Prompt: Language, Transportation, Discrimination, Lack of Knowledge, Mistrust, Not a Priority	Short answer
Facilitator Script: In the US, there are some medications that you can buy at a normal grocery store, for other medications, a doctor must prescribe you the medication. You cannot go to a pharmacy to get a prescription without having permission from your doctor.			
55. Physical Health – medication management	Refugee’s in SLC know how to refill their medication	Do you know how to get medicine if you need it?	yes/no
56. Physical Health – medication management	Refugee’s in SLC know how to properly take their medication	Do you understand why and how to take your medication?	Yes/no

			If no, did a medical professional explain the medication?
57.		<p>Do you ask for interpretation at the pharmacy?</p> <p>If yes, are you provided with an interpreter?</p> <p>If no, how do you understand how to take your medication then? What other methods do you use?</p>	
58. Physical Health – medication management	Refugee’s in SLC know how to refill their medication	Do you know how to refill your medication	yes/no
59. Physical Health – medication management	Refugee’s in SLC know how to refill their medication	What barriers do you face at the pharmacy?	Short answer

Wrap - Up

Facilitator Script: Last, we would like to learn what topics you are interested in learning more about, and how you would like to receive information and education.			
60.		How do you like to receive communications regarding upcoming informational classes?	<ul style="list-style-type: none"> ○ Phone call ○ Text ○ Audio text (a text message you click on and hear a message in your language) ○ WhatsApp ○ Social media ○ Community leaders
61.		<p>Would you like to receive more information on the following topics:</p> <p>Prompt “If IRC could teach you any kind of health class or workshop, what topics do you want</p>	<ul style="list-style-type: none"> ○ Healthy behaviors, such as nutrition/exercise ○ Access to doctor’s appointments ○ Preventive health care ○ Communicating with family members about sexual health ○ Family planning (contraception, pregnancy)

		it to be on? What is the most important thing to learn about for you regarding your health and well-being?"	<ul style="list-style-type: none"> ○ Rights in relationships
62.		<p>Which way(s) would you like to receive that education?</p> <p>Leave open ended >></p>	<p>Open answer: _____</p> <p>Provide prompts if needed:</p> <ul style="list-style-type: none"> ○ Health screening ○ Doctor ○ Group classes in person ○ Group classes online ○ YouTube video in your language ○ Reading materials ○ Group or Individual ○ IRC or home ○ Other _____ ○
63.		In addition to Women's classes, do you think the IRC should provide sexual and reproductive health classes to:	<ul style="list-style-type: none"> ○ Men ○ Teenagers: 12-17 years old

6.		<p>Do you know any adult females who have come to the US as a refugee who would be interested in participating in this needs assessment?</p> <p>If they participated, their information and involvement would stay completely confidential.</p> <p>If you are comfortable sharing, would you be able to provide their contact information?</p>	<p>Open answer: _____</p>
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Reminder for Facilitators: Please remember to distribute gift cards. If participant is an IRC client, they need to sign a VDR (all gift cards need a scanned copy of the back).