

Script for Pregnant Women Interview

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Introduction

Thank you so much for talking with me today. I'm _____ and I'm going to walk you through today's session. I have with me _____ who will observe in silence and help by taking notes during our interview.

We are students from the School of Visual Arts, [Products of Design Program](#), interested in learning about the different challenges and pain points involved with accessing healthcare while being pregnant. I will ask you questions about your experience, how you currently go about your daily routine, and any challenges you experience along the way.

There are no right or wrong answers. We want to understand things from your perspective, so the more candid you are, the more helpful it is for our project.

If at any point you do not feel comfortable answering a question, feel free to let us know and we will skip that particular question. If you feel as if you need to take a break please let us know and we will pause.

If there's any question you don't understand, let me know and I will rephrase the question or have someone from the observation panel describe it to you.

With your permission, we're going to record what happens on the screen and our conversation. The recording will be used for research purposes only and it won't be seen by anyone outside of the project team. Your answers will be kept confidential. Can I have your permission to record this call?

Great! Do you have any questions before we get started?

Warm Up

- Can you tell us a little about yourself—what you do, for work, hobbies, etc.?
- What does a typical weekday look like for you?
- What has your pregnancy journey been like so far?

Main Questions

- **Story:** Tell me about your last checkup.
- **Actions:** How do you currently get to your appointments?
- **Explanation:** How do you feel about your healthcare provider?
- **Problems:** Can you tell me a time when you were less than satisfied with your provider's service? What difficulties did you experience in this process? What do you think can be improved about this?

- Changes over time: How are things different from when you went to your very first checkup? How has your level of comfort changed over time, concerning care? Have you changed your healthcare provider? What motivated this change?
- During a public health emergency, such as the one we are currently trying to rebound from, what was your mindset
- Relationship: How do you work with your family and loved ones in order to handle logistics of the day to day? Who else is involved in this process?
- Wishes: If you had a magic wand to make this better for you, what would you change? If you had an assistant/caretaker who could do anything for you, what would you keep doing and what would you delegate? If you could build your ideal experience, what would it be like?

Follow-up/ Probing questions

- Tell me more about that.
- Can you give/show me an example?
- You mentioned [word/ phrase]. Can you help me understand that better?
- Why was that important to you?
- What makes you think/say/feel so?
- What motivates you to ... in this situation?
- What other [scenarios/ tasks/ challenges] do you encounter?
- Who else is involved in this process?
- Do you always respond [or do this] this way? What might make you respond [or do this] differently?

Ending Script

We will finish this session in a few minutes. Is there anything you've been thinking about that we haven't talked about?

Do you have any questions for us?

Thank you so much for your time! It was valuable for us to hear you talk about your experience. If we have any further questions, can I follow up with you by email?

Thanks again and have a good rest of your day!

Page Break

Script For Nurse or Healthcare Provider Interview

Introduction

Thank you so much for talking with me today. I'm ____ and I'm going to walk you through today's session. I have with me ____ who will observe in silence and help by taking notes during our interview.

We are students from the School of Visual Arts, [Products of Design Program](#) and we are conducting research to understand the different challenges and procedures of your workplace concerning pregnant individuals and the challenges you think pregnant individuals face on a daily basis. I will ask you questions about your experience with pregnant patients, and how you currently go about treating them.

Any challenges you experience in the process as well, both in reality and emotionally, will be helpful to our research.

There are no right or wrong answers. We want to understand things from your perspective, so the more candid you are, the more helpful it is for our project.

If at any point you do not feel comfortable answering a question, feel free to let us know and we will skip that particular question. If you feel as if you need to take a break please let us know and we will pause.

If there's any question you don't understand, let me know and I will rephrase the question or have someone from the observation panel describe it to you.

With your permission, we're going to record what happens on the screen and our conversation. The recording will be used for research purposes only and it won't be seen by anyone outside of the project team. Your answers will be kept confidential. Can I have your permission to record this call?

Great! Do you have any questions before we get started?

Warm Up

- Can you tell us a little about yourself—what you do, hobbies, etc.?
- What does a typical weekday look like for you?
- Can you tell me about your personal experience with individuals who have come in for pre-natal care? [Specify – pregnancy, observation, etc.]

Main Questions

- **Story:** Tell me about the last checkup you did in regards to challenges addressed by the patient.
- **Actions:** What is the process of a routine checkup for a pregnant individual?
- **Problems:** What do you see pregnant individuals struggling with when they come in concerning their emotional state?
- **Changes over time:** Do you think pregnant individuals hesitate to come in for future regular appointments? If so, why?
- **Relationship:** How is your relationship with your patients? Can you give us an example, you don't need to give any names?
- **Wishes:** If you had a magic wand to make this better for you, what would you change? If you had an assistant who could do anything for you, what would you keep doing and what would you delegate? If you could build your ideal experience, what would it be like?

Follow-up/ Probing questions

- Tell me more about that.
- Can you give/show me an example?
- You mentioned [word/ phrase]. Can you help me understand that better?
- Why was that important to you?

- What makes you think/say/feel so?
- What motivates you to ... in this situation?
- What other [scenarios/ tasks/ challenges] do you encounter?
- Who else is involved in this process?
- Do you always respond [or do this] this way? What might make you respond [or do this] differently?
- If you had a magic wand to make this better for pregnant individuals, what would you change?

Ending Script

We will finish this session in a few minutes. Is there anything you've been thinking about that we haven't talked about?

Do you have any questions for us?

Thank you so much for your time! It was valuable for us to hear you talk about your experience. If we have any further questions, can I follow up with you by email?

Thanks again and have a good rest of your day!