

# WORKFORCE CAPACITY AT FQHC CLINICS IN SC DURING THE CHOOSE WELL

## CONTRACEPTIVE ACCESS INITIATIVE:

### FINDINGS FROM KEY INFORMANT INTERVIEWS

In the initial two years of the Choose Well initiative, partnered South Carolina Federally Qualified Health Center (FQHC) clinics reported that efforts directed toward expanding workforce capacity positively impacted contraceptive service provision and patient access. We conducted key informant interviews with FQHC clinical and administrative staff (N= 45) to assess progress in achieving this aim during the first two years of program implementation (2017 and 2018). Several respondents highlighted how funding to expand clinic workforce directly increased capacity for contraceptive provision. Other key findings supporting contraceptive provision noted that funding allowed enhanced hiring practices due to expanded service lines, increased quality of patient care, and opportunity to further service provision expansion. In conjunction, several respondents emphasized the initiative's reproductive health trainings led to improved quality of patient care services, workflow performance, and capacity for patient counseling.

### WORKFORCE CAPACITY

Overall, respondents reported workforce capacity increased as a result of Choose Well funding.



*"Because of the grant... in 2017, we recruited our Choose Well champion, our Choose Well provider... We were also able to retain a Choose Well LPN that is dedicated to the program."*

*"Yes, we have four new providers who did come into our clinic who are offering reproductive health services to their patients..."*

*"We were able to hire a nurse practitioner and have assistance with the salaries for our behavioral health specialist, which I think without Choose Well we would have never been able to financially create those positions and sustain those positions"*

### PATIENT-CENTERED CARE

Several respondents emphasized how training and technical assistance through Choose Well improved capacity for patient counseling. Some clinics began to incorporate pregnancy intention screenings.

*"It was able to teach us more about how to do patient-centered counseling and offer them the best counseling of our abilities and our knowledge."*

*"I think it has improved patient care because it empowered us with the knowledge to come back and be able to have that better conversation with our patients, being able to better get our point across and to offer these services. It educated us where we could come back and educate the patients even better."*

*"It definitely has improved our patient care... We've learned how to shorten the conversation and just keep on the pertinent information that the patient needs, as well as give them more of a leeway to ask questions and to feel comfortable with themselves."*



### CONTRACEPTIVE IMPLANT AND IUD PROVISION

Respondents emphasized that provider training on reproductive health facilitated increased capacity for implant and IUD provision in addition to increased overall contraceptive service provision.

*"Overall performance, we see more patients of course, and we're offering more of reproductive health [services] and also our numbers have gone up significantly... especially for long-term birth controls."*



*"We have more providers now that can offer [implants and IUDs], can do insertions and removals of [implant and IUDs]."*

*"I think it's more front-of-mind for the providers and having the devices in the office makes it a lot more front-of-mind for them as well when they're seeing a patient."*

*"This gives us the ability to offer same-day and more services to our patients."*



*"We had a lot of providers that were interested in learning how to do the device insertions and things like that, that had just not really had an outlet for that before. It's definitely been a plus for them."*