

Attachment C15: Interview Guide, Clinic Staff

Form Approved

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A. *Introductory Questions*

A1. What is your position in this clinic? What are your responsibilities in relation to the spina bifida patients and their families who come to this clinic?

A2. How long have you been involved with this clinic?

B. *Care Coordination*

We would like to talk about how care is coordinated in this clinic.

B1. How would you describe your interaction/role with care coordination in this clinic?

B2. What do you consider the critical components of care coordination in this clinic? [For example, how is care coordination organized – team or single care coordinator?]

B3. What kind of written summary is produced from each clinic? Who is responsible for it?

Probes: Overall clinic activities; plans of care; follow-up.

C. *Barriers and Facilitators*

C1. What would you say are the challenges to providing care coordination in this spina bifida clinic?

Include challenges that have been overcome in offering care coordination and challenges that have not been overcome.

Possible probes:

- Staff training
- Provider attitudes or beliefs regarding value of care coordination
- Reimbursement/cost issues

- Staff time
- Communication between care providers or different care systems
- Organization of systems of care
- Capacity to meet all needs of all patients
- Families' ability to take advantage of services offered.
- Ability to determine who is eligible for services.

C2. How have the challenges to providing care coordination been overcome in this clinic?

[Probes] For those challenges you say have not been overcome, what is it that keeps the clinic from being able to overcome them? What do you think it would take to be able to overcome those challenges?

C3. What benefits have been achieved from having a care coordination program in this clinic? (How effective has it been in reaching its goals?)

What aspects have worked best?

What aspects have not worked well?

C4. If you were giving advice to a spina bifida clinic that is considering introducing care coordination, what are the most important things they should consider?

C5. What about if a spina bifida clinic already has some level of care coordination, but wants to expand or improve it; what advice would you give them on how best to improve the service they offer?

D. Closing Questions

D1. Do you have any other ideas or recommendations for how best to offer care coordination in spina bifida clinics in general?

D2. Is there anything else you would like to tell us about care coordination services in this clinic (that we may have forgotten to ask)?

D3. Do you have any questions for us before we end the interview?

Thank you very much for taking the time to discuss these issues with us. Your knowledge and perspective is very important to our study. If you have anything else you would like to tell us, or any questions for us, please feel free to contact us.