

ATTACHMENT 6

DATA COLLECTION INSTRUMENTS

HIV PARTNER SERVICES

Materials Testing

In-Depth Interview Guide

**Campaign Objective:** To make HIV partner services a routine part of medical care.

**Task Purpose:** Conduct materials testing to gain feedback on viability, appeal and ability to persuade providers (IDs and PCPs) who treat patients living with HIV to utilize HIV Partner Services

**Data Collection**

**Setting:** In-depth interviews (IDIs) will take up to 1 hour. A trained interviewer will conduct the IDIs.

**Transcription:** We will audiotape the discussions. A note taker will take notes from behind a one way mirror.

**I. Welcome**

Thank you for coming here today. Your participation is very important. I'm \_\_\_\_\_ and I'm from RTI, a non-profit research organization. The Centers for Disease Control and Prevention (CDC) is sponsoring this research. The purpose of this interview is hear your reactions to materials currently being developed by the CDC for health care providers who deliver care to people living with HIV. Your insights are very important to us and your time today is appreciated. We will have about 1 hour for our discussion.

[INTERVIEWER GIVES PARTICIPANT THE CONSENT FORM] Here is an informed consent form. Take a moment to review it and if you agree to it, please sign it.

[Interviewer gives participant 5 minutes to review and sign consent form]

**Statement of burden for in-depth interviews**

**Public reporting burden of this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-XXXX)**

- The consent form states that you have agreed to be part of a study about HIV.

Before we begin, I want to review a few ground rules for our discussion.

- Most importantly, there are **no right or wrong answers**. We want to know your opinions and what you think about the issues we will be discussing. I do not work for the people who are sponsoring this research, so don't hold back from giving me your honest opinions.
- Your participation is voluntary and you have the right to withdraw from the study at any time.
- You have probably noticed the microphones in the room. They are here because we are **audio taping**. I want to give you my full attention and not have to take a lot of notes. At the end of our discussion, I have to write a report and will refer to the tape when writing the report.
- Behind me is a **one-way mirror**. Some of the people working on this project are observing this discussion so that they can hear your opinions directly from you and take notes so that your opinions are accurately captured. However, your **identity and anything you personally say here will remain confidential**. Your name, address, and phone number will not be given to anyone and no one will contact you after this interview is over.
- Please turn your cell phone or beeper to vibrate or silent mode. The interview will last no more than 1 hour.
- If you need to go to the restroom during the discussion, please let me know.
- Do you have any questions before we begin?

## II. Warm up

I would like to begin our discussion by asking you to introduce yourself and tell me:

- your first name
- number of years in practice
- professional affiliations (HIVMA, AAHIVM, state, local)
- a description of your practice (size, number of patients with HIV seen per month)
- your patients' insurance coverage (Medicare, Medicaid, HMO, private insurance, self pay)
- something about the patients you see in your practice (men, women, diverse populations, age range)

### III. Questions

#### A. Actions Upon Diagnosing a Patient with HIV

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- A1. When you have a patient test positive for HIV, what do you do?
- Do you refer them to another organization for services (e.g. prevention counseling, partner notification, medical care)? Why/why not?
    - If yes: What services do you refer them for?
  - Where do you refer them? (e.g. health department, community-based organization)
  - Please tell us what's involved when referring someone for services. In other words, walk us through the process that you go through.
  - What could be done to make this referral process easier?
- A2. When you have a patient test positive for HIV, what kind of assistance do you offer them with notifying their partners?
- What is involved in the process of helping them notify their partners? When does this typically happen?
  - Do you refer them to another organization for assistance with notifying their partners? Why/Why not?
    - Where do you refer them? (Probe for health department, CBOs, if not mentioned)
- A3. How important do you think it is for physicians to assist patients who test positive for HIV in notifying their partners that they may have been exposed to HIV? Why/why not?

#### B. Resource Guide for Physicians (Item # 1)

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I want to now show you a tool that is being developed to give providers such as yourselves information about available resources on HIV and PS.

##### *Layout and Design*

- B1. First thing, tell me your first reaction to seeing this guide?  
**PROBE:** Color  
**PROBE:** Title Text  
**PROBE:** Format  
**PROBE:** Size
- B2. Any thoughts about the graphics used?
- B3. Is there anything about its look that you think could be improved?

##### *Content*

Please take a look at its content and read through some of its sections.

- B4. After reviewing the content of the guide, what are your thoughts about it?  
**PROBE:** Dislikes  
**PROBE:** Likes

- B5. How much of this information is new to you?
- B6. Is there any other information that you feel should be added?
- B7. What could be done to improve it?

***Use / Challenges***

- B8. Would you have time to use this guide in your practice? If so, how would you use it?  
**PROBE:** Would you recommend it to other providers? If so, specify what type.
- B9. Is the level of information adequate? Appropriate?

***Intent / Clarity***

- B10. In your opinion, what is the overall intent of this guide?
- B11. What is the intent of the PS Guidelines?  
**PROBE:** How do these guidelines relate to you and your practice?
- B12. Based on the information in the guide, are the following steps clear to you:
  - What do I do if a patient tests positive?
  - Who do I contact?
  - What procedures do I follow?
  - What information do I need to collect from the patient and to whom do I give this information?
  - What actions are needed after the case is reported to the Health Department?

**C. Patient Brochure (Item # 2)**

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This next tool is written for patients who are HIV positive. It is designed to provide them with information on HIV Partner Services (PS). It is meant to be distributed to patients by physicians.

First, I'm going to ask you a few questions about how you currently use brochures with patients.

- C1. In your practice, how are brochures provided to patients?  
**PROBE:** Do you actively give patients brochures when you think they need them?  
**PROBE:** How often do patients ask you for brochures?  
**PROBE:** How often do patients pick up brochures on their own? If so, where do they pick them up (waiting room)?

**Give participant the patient brochure**

- C2. What are your overall reactions to this brochure?  
**PROBE:** Visual appeal and design  
**PROBE:** Size and Shape  
**PROBE:** Creditability
- C3. What do you think about the content of the brochure?  
**PROBE:** How appropriate are the topics?  
**PROBE:** Is there anything missing?  
**PROBE:** Do you think the brochure is written at the right reading comprehension level for your patients?
- C4. What do you think about the title of the brochure?
- C5. Would you use this brochure as part of your patient education efforts? If yes, how would you use it? Would you put it in your waiting room? If not, why not?

**D. Partner Brochure (Item # 3)**

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The next tool is somewhat similar to the piece we just reviewed, except it is designed for the sexual partners of HIV positive individuals to inform them about PS.

- D1. What are your overall reactions to this brochure?  
**PROBE:** Visual appeal and design  
**PROBE:** Size and Shape  
**PROBE:** Creditability
- D2. What do you think about the content of the brochure?  
**PROBE:** How appropriate are the topics?  
**PROBE:** Is there anything missing?  
**PROBE:** Do you think the brochure is written at the right reading comprehension level for your patients?
- D3. What do you think about the title of the brochure?

- D4. How might you use this brochure? Would you put it in your waiting room? If not, why not?  
**PROBE:** How do you think your patients might respond if you tried sharing this document with them?  
**PROBE:** Do you think they would share it with their partners? Why or why not?

#### **E. Website for Physicians (Item # 4)**

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We are going to start our discussion by looking at a website that is being developed as part of the campaign. However before I put the website up on the screen, I would like to ask you about your use of the CDC website. Interviewer shows the participants the cdc.gov web site on the wall projector screen.

- E1. How often do you visit the CDC website?  
**PROBE:** What are some of the reasons you go to visit it?  
**PROBE:** Are there any other similar sites that you visit, such as NIH? How often?

Next, we are going to look at the campaign web site. I'm going to ask you to review some of the pages on the web site and provide your initial thoughts and reactions to them.

#### *Home Page*

We'll start with the web site's home page. Please take a moment to look it over.

[MODERATOR WILL POST THE WEB SITE HOME PAGE ON A SCREEN IN FRONT OF THE PARTICIPANTS.]

NOTE: IF A PARTICIPANT ASKS, THE SITE WILL BE 508 COMPLIANT BEFORE LAUNCH.]

- E2. What are your initial reactions to this webpage?  
**PROBE:** Design- overall visual appeal and clarity  
**PROBE:** Amount of text/text size, colors and fonts  
**PROBE:** Graphics  
**PROBE:** Layout and organization
- E3. In your own words, what is the purpose of this webpage?  
**PROBE:** Is it relevant/important to you?  
**PROBE:** Who do you see this site as being direct towards?
- E4. What do you think about the content?  
**PROBE:** What parts would you use?  
**PROBE:** How would you use the information?

- E5. Is there anything that is not on this page that you think should be? What?
- E6. Where would you want to go next, after reviewing this page (i.e., page or link)? Why is that?

\_\_\_\_\_Page / Link

**REPEAT QUESTIONS E-2 THROUGH E-6 FOR SUBSEQUENT PAGES ON THE WEBSITE.**

### **F. Health Department Guide (Item # 5)**

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The next tool we will be reviewing is a bit different than the rest because it is developed for health departments instead of physicians. It is designed to help health departments establish relationships with physicians to facilitate the use of PS. We are interested in learning what tools and information you need from the health departments regarding PS.

#### ***Layout/Design***

- F1. What is your first reaction to seeing this guide?
- F2. What do you think about its cover?
- F3. Does the title make sense to you?
- F4. What do you think about the format or layout of this guide?
- F5. Any thoughts about the colors used? How about the graphics?
- F6. How do you feel about its size?

#### ***Content***

- F7. Now that you have looked at its content, what are your thoughts?
- F8. Was there anything that you disliked about the guide?
- F9. Was there anything that you particularly liked about the guide?
- F10. Is there any information you feel should be added?
- F11. Is there anything that you disagree with in terms of its recommendations?

***Usability***

- F12. Does the organization of the guide make sense to you? How can its organization be improved?
- F13. Did you find the headings/section used in this piece to be helpful?

***Similarity/Familiarity***

- F14. Have you ever seen a guide like this before, whether related to HIV or another disease? If so, how does this compare?

***Use***

- F15. If health departments followed this guide, would that be useful to you?  
**PROBE:** Do you think this guide would help health departments to establish a relationship with physicians?  
**PROBE:** Are there other pieces of information you need to help refer your patients to PS?

***Challenges***

- F16. Is the level of information adequate? Appropriate?

***Improvement***

- F17. What could be done to improve it?
- F18. Is the guide you see here what you thought it would be when I first described it? How is it different?
- F19. Is there anything that can be done to make the guide easier to understand?



**G. Poster (Item # 6)**

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The last item we are going to review today is a poster. Before we look at it, I'd like to ask...

- G1. Does your office ever post posters from pharmaceutical companies, professional associations, a federal agency or other sources?  
**PROBE:** If so, what kind of posters do you have up in your office now?  
**PROBE:** How is it decided what is posted?
  
- G2. Does your office have policies about what can be posted? If so, what are the policies? Are there some subject matters considered too sensitive to post? (e.g. STDs, HIV)

[Moderator shows poster]

This poster is being developed for providers who treat HIV positive patients.

- G3. What were your initial reactions to this poster?  
**PROBE:** Visual appeal and design  
**PROBE:** Size and shape  
**PROBE:** Credibility
  
- G4. What do you think about the content of the poster?  
**PROBE:** How appropriate is the topic?  
**PROBE:** Is there anything missing? What?  
**PROBE:** Thinking of the patients who are seen in your emergency department, what do you think about the reading comprehension level?  
**PROBE:** What do you think of the title?
  
- G5. Would you put this poster up in your emergency department? If yes, where would you post it? If no, why not?

**IV Closing**

Okay, we are pretty much out of time. Do you have any last thoughts?

[MODERATOR WILL CHECK WITH OBSERVERS FOR ADDITIONAL QUESTIONS OR COMMENTS.]

I would like to thank you for coming here today and working hard on this. This has been very useful in helping us to evaluate the materials.

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