

## Attachment C

# AHRQ Healthcare Innovations Exchange Innovator Interview Guide

After reviewing background materials, the following general areas of discussion with the innovator are designed to supplement the secondary research assembled.

## What they did

1. **Problem:** What problem does the innovation address?

*Possible Probes:*

- o *What's the process of care that is affected by this innovation (e.g., patient handoffs, hospital admissions)?*
- o *Quality aim: What's the aspect of quality that this innovation addresses?*
- o *If the innovator cites data, request a source or at least note that we'll need to find one.*

2. **Impetus:** What was the impetus for the innovation?

*Possible Probe: Was there a specific event or incident that served as the impetus?*

3. **Goals:** What specifically were you trying to achieve?

*Possible Answers: improved outcomes, such as lower mortality rates, complication rates, etc.; reduced resource utilization, such as lower hospital admissions; better communication among providers; improved patient satisfaction*

4. **Description of the innovation:** How does this innovation work on a daily basis?

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*Possible Probes:*

- *What are the key elements or steps?*
- *Who is involved and what do they do?*
- *When does the activity occur? (If appropriate, when does the care get delivered?)*
- *Where does the activity occur? (If appropriate, where does the care get delivered?)*
- *How does this activity differ from standard (or previous) practice in your institution/office?*
- *How does it differ from standard practice? (Innovator may not know.)*
- *What is the theoretical framework or evidence based health information, or prior experience is it based on?*
- *(If not clear from previous questions) What makes this activity innovative?*
- *Are you aware of any other organizations that have implemented similar ideas?*
- *What patient population is affected by this innovation?*
- *When was the innovation implemented? Over what period of time?*
- *Who is responsible for the innovation? (If several organizations are involved, confirm who should be credited for the innovation.)*
- *Where did the funding for this innovation come from?*
- *Who would be most likely to be interested in this innovation? (e.g., hospital medical directors, physician practice administrators)*

5. **Quality Measures:** What quality measures do you track that relate to this innovation?

*Possible Answers: HEDIS measures, the Joint Commission's Core Measures, the National Hospital Quality Measures*

## Results

**Impact:** What are the results of the innovation?

*Possible Probes:*

- *What did you track?*
  - *Possible answers: mortality/morbidity rates, complication rates, medical errors, patient/provider satisfaction, costs/ROI, process efficiencies*
- *What evaluation design did you use?*

- *Possible answers: before/after time series, survey, randomized controlled trial*
- *What did you find? Any unexpected results, positive or negative?*
- *Have results been published or posted?*
- *If no formal assessment done, why not?*
  - *Possible answers: too soon, no funding/resources*
- *What other evidence is available that shows the innovation worked?*
  - *Possible answers: anecdotal, informal feedback from providers, patients and families---further probe for specific stories*
- *If the innovation did not show effective results, why not?*
  - *Possible answers: lack of staff buy-in, inadequate resources, leadership*

## How they did it

**Implementation:** How did you implement the innovation?

*Possible Probes:*

- *Describe your setting, e.g. type/structure of organization, size, and marketplace characteristics.*
  - *Explore unique characteristics that affected implementation, if any*
- *Describe what you did to plan for the activity and make it work?*
  - *Possible answers: supportive leadership, staff training, multidisciplinary teamwork, implementation tools*
- *What does it take to sustain it over time?*
  - *Possible answers: manpower, financial resources, leadership*
- *What other mechanisms do you use, are they available to share?*
  - *Possible answers: forms, communication tools*
- *What training is required? (Who, what, when, how long?)*
- *What challenges did you face and how did you overcome them?*

## Adoption considerations

**Adoption:** What does it take for others to adopt the innovation?

*Possible Probes:*

- *What advice do you have for others who may want to implement the innovation?*
- *What worked based on your implementation experience, any surprises?*

- *What guidance do you have for others for sustaining the innovation?*
- *Are there other lessons from your experience?*
- *What would you do differently?*
- *What training, supplies, resources, equipment, organizational support are necessary?*