Interview Process Manual

The following manual outlines the process and approach for conducting the key informant interviews for the evaluation and improvement of AHRQ's Effective Health Care program governance. The aims of the key informant interviews are to: i) understand the EHC program's governance approach; ii) evaluate the program outputs, outcomes and governance structure; and iii) understand the governance structure of international and other governmental organizations similar to the EHC program.

Sampling. The sampling approach is a non-probability, purposive sample, selecting individuals that are expected to be knowledgeable about the program. The following types of key informants will be sampled to evaluate the EHC program governance.

AHRQ EHC program Staff	
▪ AHRQ EHC program Staff (EHC program director, EHC program staff, CERTs PO, DEcIDE PO, EPC PO, Eisenberg PO, etc.)	5
Subtotal	**5**
EHC Research Centers Staff	
▪ Eisenberg Center Staff (PI, Other management staff)	2
▪ EPC Centers Staff (PIs, Project manager, Other investigators)	5
▪ DEcIDE Centers Staff (PIs, Project manager, Other investigators)	5
▪ CERTs Centers Staff (PIs, Project manager, Other Investigators)	1
Subtotal	**13**
EHC program's Stakeholder Group	
▪ EHC program Stakeholder Members (18-member Stakeholder Group)	2
Subtotal	**2**
EHC program General Users and Stakeholders	
▪ Employers & Health Related Business Groups	
▪ Federal Partners	
▪ Healthcare Industry	
▪ Healthcare Providers	
▪ Patient/ Consumer/ Advocacy Organization	
▪ Pharmacy & Therapeutic	
▪ Policy Makers	
▪ Professional Organizations	
▪ Researchers	
▪ Third Party Healthcare Payers	
Subtotal	**19**
TOTAL	**39**

Recruitment. Interview participants will be recruited via email and telephone. The contact information for these individuals is available from AHRQ and the Effective Health Care program's database of contacts. We will request that a key AHRQ staff manager (e.g., Agency Director or Program Director) send an email invitation to encourage participation in the study. After interviewees agree to participate, the interview should be scheduled at a time convenient for both parties. If preferred, the interviewee should be sent a list of topics at least one week prior to the scheduled interview.

Data Collection. The interview structure is a one-hour semi-structured interview. The interview protocols for each of the four different key informant types are provided in Appendix 2. Each of the protocols should be tailored to the specific key informant role, as appropriate. The interviewer needs to obtain consent before beginning the interview, and request permission to tape-record the interview.

Analysis and Synthesis. The interviewer should record notes or transcribe the interview if resources permit. Once all of the interviews are completed, a review of the interview data for each research domain and question should be analyzed and synthesized; this can be done using a qualitative analysis software (e.g., NVivo), Excel spreadsheet, or retained in Word. The findings for each research domain and question can be organized by themes or categories. When appropriate, the consistencies and variance of findings or perspectives of different key informants (e.g., gender, type of organization represented, role in the organization) should be acknowledged. When illustrative quotes illuminating a theme or finding are available they can be used in the presentation of a finding.

Human Subjects Protection and OMB. These data collection protocols will be approved by Abt Associates' Institutional Review Board (IRB) and receive OMB approval prior to fielding. The IRB and OMB approvals are to be obtained for a one-time data collection effort. Approval from OMB and an IRB should be obtained prior to data collection.