

**Key Informant Interview Guide: EHC Stakeholder Group Member**

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**Date:**

**Interviewer:**

**Respondent Name:**

**Organization:**

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**INTERVIEWER INSTRUCTIONS:**

All numbered and lettered questions should be asked of the interviewee.

[**PROBE**] questions are to be asked after the interviewee has an opportunity to answer the question, and if the interviewee is unclear about what we are trying to ask.

*Italicized text* between the interview topic sections is provided for the interviewer to use when moving from questions related to one topic to questions related to the next topic, or to introduce a section.

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**INTRODUCTION**

Hello/Good morning/Good afternoon.... May I speak with \_\_\_\_\_? (If not available, leave a message).

My name is [Interviewer name]. I am calling from IMPAQ International (or Abt Associates). You are scheduled to conduct an interview regarding AHRQ's Effective Health Care Program. Is this still a good time to do the interview?

If No – May I reschedule the interview at a time that is convenient for you?

If Yes – Before we begin the interview, I need to review a few details about the study with you:

[\[READ CONSENT SCRIPT\]](#)

[\[DESCRIBE THE GOVERNANCE:\]](#)

Public reporting burden for this collection of information is estimated to average 60 minutes per response, the estimated time required to complete the interview. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: AHRQ Reports Clearance Officer Attention: PRA, Paperwork Reduction Project (0935-XXXX) AHRQ, 540 Gaither Road, Room # 5036, Rockville, MD 20850.

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*Governance refers to the administrative structures, policies, processes, and decision rights and responsibilities that support the operations of the EHC program by providing strategic direction, allocating resources, coordinating or controlling activities, managing risks, and using resources responsibly and with accountability, and ensuring objectives are achieved. Governance describes both the process of decision-making and the process by which decisions are implemented.*

*Governance element in this study refers to a specific element, aspect, or dimension of the EHC program's governance structure or approach that are the focus of this study. Examples of governance elements/aspects/dimensions of interest include: priority-setting, engaging stakeholders, transparency, and accountability.*

*Governance dimension in this study includes, but is not limited to:*

- *Vision and mission statements*
- *Strategic plans*
- *Administrative roles or job descriptions (e.g., the stakeholder group)*
- *Organization charts*
- *Bylaws or guidelines for operation (e.g., priority-setting, engaging stakeholders)*
- *Formal and informal communication channels and processes*
- *Funding mechanisms*
- *Steering committees, advisory groups, or expert panels*
- *Public-private partnerships and other collaborative work structures]*

Do you have any questions?

[If necessary] If you have any questions that I may not be able to answer at this time, or at any time after this interview, you may contact \_\_\_\_\_

Given the information that I have just reviewed with you, do you still wish to participate in this study/interview?

If Yes, \_\_\_\_\_ [Interviewer's initials]. Great. Let me begin with the first question.

If No, \_\_\_\_\_ [Interviewer's initials]. That is fine. We appreciate your time. Thank you.

## **ROLES & RESPONSIBILITIES**

1. What is your title and your role in your organization?
2. What is the goal of your organization?
3. How long have you been a member of the EHC Stakeholder Group?
4. What are your responsibilities as a member of the EHC Stakeholder Group?

## PROGRAM MANAGEMENT, COLLABORATION, AND GOVERNANCE

First I'd like to ask you about the general management and governance of the EHC program. By governance, I mean:

*"the set of responsibilities and practices, policies and procedures, exercised by the program to provide strategic direction, ensure objectives are achieved, manage risks, and use resources responsibly and with accountability."*

5. What is the mission and goal of the EHC program? What do you see as the EHC program's intended [short, intermediate and long-term] outcomes?
  - a. Have the goals of the EHC program changed or evolved at all?
6. What do you see as the roles and responsibilities to the EHC program of the following groups:
  - a. DHHS Leadership
  - b. AHRQ Senior Leadership
  - c. EHC administrators
  - d. Program Directors (e.g. Director of the EPC Program, Director of the DEcIDE Research Network, etc.)
  - e. Research Center Principle Investigators
  - f. The EHC Stakeholder Group
  - g. Do you think there are any places in which the responsibilities should be shifted or changed to better govern the EHC program (e.g., less independence for a specific group)?
7. Who is responsible for ensuring that appropriate EHC program management and decision-making processes and controls are established, implemented, and maintained across the EHC program?
8. What is the level and nature of interaction between the AHRQ EHC staff and the EHC Stakeholder Group?
9. How is the current structure of the EHC Stakeholder Group within the EHC program conducive to meeting its purposes (e.g., providing input)? Please elaborate.
8. Based on your understanding of the EHC program, does the program logic model [provide interviewee the logic model] accurately capture the EHC program's activities and outputs, and who's involved?
  - a. What are some of the external influences or factors that impact the EHC program?
  - b. Would you recommend any changes to better reflect the program's activities and the groups involved?

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*Understanding governance as "the set of responsibilities and practices, policies and procedures, exercised by the program to provide strategic direction, ensure objectives are achieved, manage risks, and use resources responsibly and with accountability."*

9. What do you see as potential barriers to the effective management (or governance) of the EHC program, given its aims, scope, and size?
  - a. How can these barriers be mitigated?
10. What do you see as the strengths of the overall governance approach in the EHC program?
  - a. What do you see as the weaknesses of how the EHC program is run? How, if at all, can these be improved?

**STAKEHOLDER ENGAGEMENT**

*Now I'd like to ask you about the engagement of stakeholders and users in the EHC program.*

11. Who do you see as the EHC program's stakeholders?
  - a. Who do you see as its users?
  - b. Are there other beneficiaries of the program?
12. How was the EHC Stakeholder Group formed and members selected?
13. What is the role of the EHC Stakeholder Group (the Group) for the EHC program?
  - a. What is the nature of the Group's activities?
  - b. How often does the Group meet and under what circumstances (e.g. regularly, ad hoc)?
  - c. How, if at all, does the EHC Stakeholder Group hold the EHC program accountable for engaging stakeholders?
  - d. How is EHC Stakeholder Group input used in the governance of the EHC program?
14. What aspects of the EHC program's approach to using the EHC Stakeholder Group work well?
  - a. What don't work well?

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- b. Do you think there are ways that the EHC Stakeholder Group could be better utilized or structured to assist the EHC program? Please elaborate.
15. For what purposes or when are stakeholders, beyond the EHC Stakeholder Group, engaged?
- a. How is stakeholder input communicated or incorporated into the program processes (e.g., topic selection)?
  - b. How is the EHC program held accountable for engaging stakeholders, and by whom?
  - c. From your perspective, is the EHC program's approach for engaging stakeholders transparent? If yes, in what way? If not, why not?
16. Which, if any, stakeholder groups have not been sufficiently engaged in the EHC program? Why is that?
17. What mechanisms does the program have in place to engage and/or serve consumers with low levels of health literacy and numeracy, with limited English proficiency, or racial/ethnic diversity?
18. Do you understand how your input is considered by the EHC program?
19. What has worked well about the EHC program's approach to engaging stakeholders?
- a. What has not worked so well? What has been the limitation, and why?

**TOPIC SELECTION PROCESS AND SETTING PRIORITIES**

*Now I'd like to switch gears and ask you about the process for selecting topics and setting priorities for the research and reviews conducted by the EHC program.*

20. What role(s) have you played in the process for selecting topics?
21. Do you think the EHC program's topic selection process has been appropriately guided by the mandated criteria (below)? Please elaborate:
- “health care items or services that:*
    - o impose high costs on Medicare, Medicaid, or SCHIP programs,*
    - o may be over or underutilized, and*
    - o those which may significantly improve the prevention, treatment, or cure of diseases and conditions which impose high direct or indirect costs on patients or society.”*
22. The EHC program also has priority conditions to focus on. Do you think the EHC program has been sufficiently responsive in providing research on these conditions? [read list of conditions if needed].

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- a. Which conditions do you think warrant additional research by the EHC program? Why?
23. Are there certain populations whose diseases or unique needs have not been sufficiently addressed in the research to date? Please elaborate.
24. What do you see as the strengths of the EHC program's approach to selecting and prioritizing topics?
  - a. What are the challenges of the approach? How can those be addressed?
  - b. What are the weaknesses of the approach? How can those be mitigated?
25. How is the EHC program held accountable for the process of selecting topics or prioritizing topics?
26. From your perspective, is the process for selecting research topics transparent? How can it be made more transparent, and for whom?

**PROGRAM EVALUATION AND IMPACTS**

*Lastly, I'd like you to ask you about the effectiveness and impact of the EHC program research.*

27. The EHC program has a mandate to provide rational, timely, and rigorous assessments of therapeutics and other health care interventions. To what extent do you think the EHC program is meeting this mandate? Please elaborate.
28. Do you think the EHC program provides effective translations of complex research findings into user-friendly products for stakeholders? If so, to what extent? Please elaborate.
29. What have you observed as the impact of EHC program research/publications on your organization? Please elaborate.
  - b. What has been the impact on research?
  - c. What has been the impact on policies?
  - d. What has been the impact on clinical practice?
  - e. What has been the impact on patients' behavior?
  - f. What has been the impact on health outcomes?
30. What has been the value to you and your organization in being a part of the EHC program as a Stakeholder Group member?