

Key Informant Interview Guide: EHC Program Users & Stakeholders

Date:

Interviewer:

Respondent Name:

Organization:

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.

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.

*Attachment C4: Key Informant Interview Guide
EHC Program Users & Stakeholders*

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 role in your organization?
2. What is the goal or mission of your organization?
3. What interactions have you had with the EHC program or how have you been involved?

4. How did you become involved with the EHC program?

STAKEHOLDER ENGAGEMENT

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

5. Who do you see as the EHC program's stakeholders?
 - a. Who do you see as its users?
 - a. Are there other beneficiaries (users or contributors) of the program?
6. From your perspective, is the EHC program's approach for engaging stakeholders transparent or clear? In what way? If not, why not?
7. Do you think the program has appropriately addressed the needs of or engaged consumers with low levels of health literacy and numeracy, with limited English proficiency, or racial/ethnic diversity?
8. Do you think the EHC program has done a sufficient job reaching out to the anticipated stakeholders and users of the program's publications?
 - a. What needs improvement?
 - b. Which, if any, stakeholder groups have not been sufficiently engaged in the EHC program? Why is that?
 - c. How would recommend the EHC program reach out to groups you are familiar with but haven't been engaged in the EHC program? Please elaborate.
9. Do you understand how your input is considered by the EHC program?
10. 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 research topics and setting priorities for the research and reviews conducted by the EHC program.

11. What role(s) have you played in the process for selecting research topics?

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12. Do you think the EHC program's research 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.”*
13. 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].
- b. From your perspective, has the EHC program conducted more research on some conditions versus others? If so, which ones and why (e.g., more therapeutic options for a specific condition)?
 - c. Which conditions, do you think, warrant additional research by the EHC program? Why?
14. Are there certain populations whose diseases or unique needs have not been sufficiently addressed in the research to date? Please elaborate.
15. How are research topics prioritized and/or selected to be conducted and funded?
- a. Who is involved in those decisions? Are you aware of anyone who have been missed in the decision making?
16. What do you see as the strengths of the EHC program's approach to selecting and prioritizing research topics?
- a. What are the challenges of the approach? How can those be addressed?
 - b. What are the weaknesses of the approach? How can these be mitigated?
17. How is the EHC program held accountable for the process of selecting topics or prioritizing topics?
18. 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 to ask you about the effectiveness and impact of the EHC program research.

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19. 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.
20. 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.
21. What have you observed as the impact of EHC program research publications on your organization? Please elaborate.
 - a. What has been the impact on research?
 - b. What has been the impact on policies?
 - c. What has been the impact on clinical practice?
 - d. What has been the impact on patients' behavior?
 - e. What has been the impact on health outcomes?
22. What has been the value to you and your organization in being involved (e.g. nominating a topic, commenting on draft Key Questions, etc.) with the EHC program?