

## Protocol and Data Collection Guide for In-Depth Key Informant Interviews: EHC Program Users and Stakeholders

The following are the broad questions that will be *addressed* in the in-depth key informant interviews on the success or impact of the EHC program product that results from its governance element or approach, or about a specific, important governance element.

1. Who are the individuals involved?
  - a. What organization or stakeholder group was impacted or affected by the EHC program product?
  - b. What Research Center and investigators were the authors of the product?
  - c. Was someone else involved in providing the research publication to the end user? If so, who?
2. What was the product that had an impact?
  - a. What type of product is it?
  - b. When did it become available?
  - c. What need did this product address?

### *[Describe governance as lead-in to question 3]*

*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 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 C5: In-Depth Key Informant Interviews  
EHC Program Users and Stakeholders*

- *Public-private partnerships and other collaborative work structures]*
3. What was the governance dimension that was a success or part of the success?
    - a. Is it clear that this dimension was the success?
    - b. What other elements contributed to the success?
  4. Why was this governance dimension a success?
    - a. Why was this specific governance dimension a success?
    - b. What factors (including non-governance related ones) have contributed to its success?
  5. What was the level of impact of the product?
    - a. Did it add to the research literature?
    - b. Did it impact or contribute to administrative, legislative, and/or regulatory policy at the State or Federal level?
    - c. Did it change clinical practice? What type(s) of practice?
    - d. Did it impact clinical outcomes? If so, how?
    - e. Was the impact anticipated? Was the impact greater/less than expected?
    - f. What evidence do you have to support the impact?
  6. How did the product come to have the impact it did on the organization?
    - a. Who was involved?
    - b. Was there someone who championed this effort?
    - c. What steps were taken to further or create the impact of the EHC program's product?