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ATTACHMENT G:

EMS Professional Focus Group Moderator's Guide

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Introduction (5 minutes)

Hello, my name is <INSERT NAME>, and I am conducting this telephone focus group on behalf of the Centers for Disease Control and Prevention or CDC. Thank you for taking the time to participate today. Today we will be talking about your thoughts on the Field Triage Decision Scheme: The National Trauma Triage Protocol or Decision Scheme and accompanying materials. I am going to take a minute to review some details about the call.

- o In the focus group we will ask questions about knowledge and implementation of the Decision Scheme and accompanying tool kit materials. You should have these materials available in case you want to refer to them during the call.
- o Your participation in this focus group is completely voluntary. You may skip any question that you prefer not to answer.
- o Your name and opinions will be kept private to the extent allowed by law. Only your first name will be used. All information will be reported only in aggregate, without identifying any specific organization or individual.
- o The focus group will be audio taped and researchers may listen in on this call.
- o The focus group will only be used for research.
- o No one will try to sell you anything.
- o You will receive \$50 for participating.

This focus group should take approximately one hour. Please remember that there are no right or wrong answers and that it is important to hear everyone's opinion, so please give everyone in the group a chance to talk. You do not have to answer every question. Do you have any questions before we start?

Once I ask a question, please feel free to jump in with your response. Since we are doing this via telephone, the first few times you speak please announce your first name and city. For example, "This is John from Tempe..." After I've heard comments from one person, I'll ask for others to provide their opinions. I will not ask each person to respond to every question, but if you feel like you want to add to the discussion, feel free to speak up.

Background (10 minutes)

I'd like to start our discussion today by finding out a little more about your background.

1. Can you all introduce yourself by first name so everyone knows how many people are on the call?
2. Can you tell me a little about the region you work in and the work that you do?
3. What kind of protocol or decision scheme do the EMS providers in your area use in deciding where to take a trauma patient?

Probe:

Is it the 2006 version distributed by CDC and the American College of Surgeons?

A modified version of this 2006 version?

The 1999 version distributed by American College of Surgeons?

A modified version of the 1999 American College of Surgeons version?

Another version or protocol?

4. *For administrators/directors only:* Do you decide field triage procedures for EMS professionals in your region? Please discuss.

Probe:

What influences these decisions?

Materials (15 minutes)

Now I'd like to get your feedback on the Decision Scheme materials.

5. What do you think about CDC's Decision Scheme resources and materials?

Probe:

What are your thoughts about its content?

What are your thoughts about the format of the materials?

Go through question 6 for each item.

- a. Guide for EMS administrators and medical directors
- b. Large Decision Scheme poster (not laminated)
- c. Decision Scheme ambulance poster (laminated)
- d. Pocket card for EMS providers

- e. Decision Scheme binder insert (one-page laminated)
- f. Badge with Decision Scheme
- g. PowerPoint presentation (on CD-ROM and online)
- h. Reference article "Field Triage of the Injured Patient," published in CDC's Morbidity and Mortality Weekly Reports (or MMWR)

6. Did you think the [Fill in item name] was useful?

Probe if item is useful:

What are some reasons you find this item useful?

Probes if item is not useful:

What are some reasons this item may not be useful?

Could any changes make this item more useful?

Probe for MMWR article:

Did you use the MMWR's continuing education opportunity?

7. How does the information included in the Decision Scheme compare with your region's field triage protocol?

Probe:

Is any better than the other? Which one?

Are they similar?

Are there any regional differences?

Knowledge (15 minutes)

I'd like you to share with me any knowledge you have gained from the Decision Scheme and accompanying materials.

8. What did you learn about field triage procedures from the Decision Scheme?

Probe: Was there anything new or surprising to you?

9. What did you learn about field triage procedures from the Decision Scheme materials?

10. Has the Decision Scheme changed how you view the importance of field triage in the care of the injured patient?

Probe: How have your views changed?

11. Have the Decision Scheme materials changed how you view the importance of field triage in the care of the injured patient?

Probe: How have your views changed?

Implementation/Usage of Materials (15 minutes)

Now we are going to discuss how you might have used the Decision Scheme and materials in your work.

12. How have you used the Decision Scheme?

Probe:

Has the Decision Scheme itself been implemented in your region?

How has it been implemented?

Have the Decision Scheme been modified for use in your area?

If you haven't used the Decision Scheme, why not?

13. What barriers (if any) have you encountered in using or implementing the Decision Scheme?

Probe:

Where staff supportive of the Decision Scheme?

Did you have the resources to utilize the Decision Scheme?

Did you find the Decisions Scheme difficult to use or not practical?

14. Have you used the Decision Scheme materials to educate others about field triage protocols? If yes, please discuss.

Probe:

Have you conducted presentations? One-on-one sessions or discussions?

Have you visited CDC's field triage website? If yes, was it useful or easy to use?

Did you hang the posters in your ambulance or office?

Do you carry the pocket card or badge with you?

Did you complete the free continuing education opportunity?

15. Did the Decision Scheme materials change your triage practices? How?

16. Do you have any suggestions on how CDC should disseminate the Decision Scheme and materials to other EMS professionals?

17. Do you have any suggestions on what types of materials CDC should develop for EMS professionals?
18. Do you have any recommendations on ways to promote use or implementation of the Decision Scheme?
19. Do you have any additional feedback on or recommendations for the CDC's Decision Scheme materials? What about the content and process contained in the Scheme?

Thank you again for taking the time to speak with me today and providing your opinions. Your comments have been very helpful and insightful.