

ATTACHMENT K

Semi-Structured Follow-up Interview Guide



Enhancing Safety for Patients with Limited English Proficiency

Semi-Structured Follow-Up Interview Guide

Introduction and Consent Script

Hello. May I speak with [name of master-trainer or change-team member]?

If he/she isn't available leave a message with your name, Abt, & phone number

My name is [interviewer name]. I am calling from Abt Associates to follow up on your experience with the new TeamSTEPPS module to improve safety for patients with limited English proficiency. Is this still a good time to talk?

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

If Yes:

[If this is not the first follow-up interview, say: Great – let's begin.]

[If this is the first follow-up interview, say: Before we begin the interview, I need to review a few details about the study with you.

AHRQ (the Agency for Healthcare Research and Quality) wants to better understand your experience implementing the TeamSTEPPS module on LEP patient safety to improve the module and identify any support that may be needed to implement it. Abt Associates has been contracted to conduct a series of case studies with three implementing sites. As part of the study we are following up with master-trainers or change team members to learn about your experience implementing the module and to provide any support you may need that we have the means to provide. We will conduct interviews at the 2-week, six-week and 10-week mark, and we will then visit each site to complete our understanding of your experience.

Our discussion today should last no longer than 60 minutes. Please understand that your participation in this research is voluntary; you can refuse to answer any question or to stop this interview at any time. There are no penalties now, or in the future, should you refuse to participate in this study. I will be taking notes during this conversation and with your permission, I would like to record the interview, simply to help me write up the notes and focus on asking questions of you. The notes and the digital file of the tape recording will be stored in a password-protected computer, and will not be shared with AHRQ or anyone else. At the end of the project we will destroy all of the digital recording files.

We will write a report for AHRQ that includes information describing your hospital's characteristics, but your hospital's name will not be mentioned. Your name or other identifying information about you will not be used or included anywhere in the report. We anticipate minimal risk to you in participating. The only risk we envision is, if a reader of the report is very knowledgeable about you or your hospital, they may be able to deduce that you participated in

the study. However, we will make every effort to protect your confidentiality to the extent provided by law.

Do you have any questions about what I've just described?

Given the information that I have reviewed, are you still willing to participate in this interview?

If Yes, ____ [interviewer's initials].

If No, ____ [Interviewer's Initials]. That is fine. We appreciate your time.

May I tape record our discussion?

If Yes, ____ [interviewer's initials].

If No, ____ [interviewer's initials].

Great. Let me begin.

Indicate interview # (circle the appropriate number below):

- 1 (2-week follow-up)
- 2 (6-week follow-up)
- 3 (10-week follow-up)

Hospital name: _____

Respondent position in the hospital: _____

Respondent role in Module implementation: _____

QUESTIONS FOR MASTER-TRAINERS, MEMBERS OF THE CHANGE TEAM, AND SUPPORTIVE LEADERS

1. How would you describe the role you've played in implementing the Module so far?
2. How have other people in your hospital helped implement the Module so far?
3. Since the last time we spoke, how far did your Hospital get in implementing the LEP Patient Safety Module?
 - a. Can you describe your activities on this Module since the last time we spoke?
 - b. How have others at your hospital contributed to implementing the Module since the last time we spoke?
 - c. What, if anything, has made it hard for you and your team to move forward on implementing the module?
 - i. Is there anything you feel your hospital needs to do before you can implement the Module, such as changing its interpreter policies or investing more in interpreter services ?
 - ii. How may we help you move forward on implementing the Module?
 - d. What, if anything, has made it easy for you to implement the module?
 - e. Are you changing the Module in any way to adapt it to your needs?
 - i. What can you share with me about the changes are you making?
4. Which portions of the Module have been implemented so far in your hospital?

[Only use the probes below in relation to components implemented so far. You may also probe the interviewee about whether he/she has implemented each of the components described below].

- a. Can you describe your experience with the task of forming your change team?
 - i. How did you go about forming your change team?

- ii. How easy or hard was this task?
 - a. Very easy
 - b. Easy
 - c. Hard
 - d. Very hard
 - iii. About how long would you estimate that it took you?
 - iv. What, if anything, could we have done to make this task easier?
 - v. What advice would you give to other people trying to complete this task?
- b. Can you describe your experience with the training pre-work?
- i. How easy or hard was it to complete this task?
 - a. Very easy
 - b. Easy
 - c. Hard
 - d. Very hard
 - ii. Which parts of the task were useful? Which parts of the task were less useful?
 - iii. About how long would you estimate this task took you?
 - iv. What changes would you recommend to the pre-work questions?
- c. What can you tell me about your experience with the task of customizing the training module?
- i. How easy or hard was this task?
 - a. Very easy
 - b. Easy
 - c. Hard
 - d. Very hard
 - ii. About how long would you estimate that it took you?
 - iii. What, if anything, could we have done to make this task easier?
 - iv. What advice would you give to other people trying to complete this task?
- d. Please tell me more about your experience designing your TeamSTEPPS intervention
- i. How easy or hard was this task?
 - a. Very easy
 - b. Easy
 - c. Hard
 - d. Very hard
 - ii. About how long would you estimate that it took you and other change team members to complete this task?
 - iii. What, if anything, could we have done to make this task easier?
 - iv. What advice would you give to other people trying to complete this task?
- e. Conducting the training
- i. How easy or hard was this task?
 - a. Very easy
 - b. Easy
 - c. Hard
 - d. Very hard
 - ii. About how long would you estimate that it took you to complete this task?

- iii. What, if anything, could we have done to make this task easier?
 - iv. What advice would you give to other people trying to complete this task?
 - f. Sustaining the intervention through coaching
 - i. How easy or hard is this task?
 - a. Very easy
 - b. Easy
 - c. Hard
 - d. Very hard
 - ii. About how long would you estimate that this task is taking you or other change team members, per day or per week, on average?
 - iii. What, if anything, could we do to make this task easier?
 - iv. What advice would you give to other people trying to complete this task?
 - v. In addition to coaching, did you implement any other interventions or make any other changes to sustain the intervention?
 - 1. What were those changes?
 - g. Evaluating the TeamSTEPPS intervention
 - i. How far up the outcome levels do you think you will go? (will you be measuring reactions? Learning? Behavior change? Patient outcomes?)
 - ii. How far up the outcome levels have you gone so far? (Have you done any baseline data collection? On which measures? Have you taken any post-training data collection? On which measures? Have you done any data analysis?)
 - iii. How have you adapted this task to your local conditions or available means?
 - iv. How easy or hard would you say this task is?
 - a. Very easy
 - b. Easy
 - c. Hard
 - d. Very hard
 - v. About how long would you estimate that it will take to complete this task?
 - vi. What, if anything, can we do to make this task easier?
 - vii. What advice would you give to other people trying to complete this task?
 - viii. Do you have any results from your evaluation that you can share?
5. Which other portions of the Module do you plan to implement in the future?
- [May probe on each of the components listed under Question 2, above]
- a. What is your timeline for implementing these portions of the Module?
 - b. What kinds of help might you like from us moving forward?
6. Are there any portions of the Module you've decided not to implement at this stage?
- a. Which ones?
 - b. What can you share with us about your reasons for not implementing these portions of the Module?
7. Which parts of the Module are you finding MOST helpful so far?
8. Which parts of the Module are you finding LEAST helpful so far?
9. How clear are the instructions and implementation guidance you've received from us so far?
10. How might the Module be improved in the future?

11. Do you think you will implement this Module in other units of your hospital?
 - a. Please tell me more about why you would or would not implement this Module in other units of your hospital.

QUESTIONS FOR TRAINING PARTICIPANTS OR OTHER UNIT STAFF OR INTERPRETERS (for site visits only)

1. Did you attend the TeamSTEPPS training on improving patient safety for patients with limited English proficiency? **[If no, skip to Q6]**
2. What key messages do you remember from the training?
3. Overall, do you think the training was helpful or unhelpful?
 - a. Tell me more about why it was helpful/unhelpful
4. Which parts of the training did you find MOST helpful?
 - a. Please tell me more about how this was helpful to you
5. Which parts of the training did you find LEAST helpful?
 - a. Please tell me more about how this was unhelpful to you
6. Has anything changed in this unit as a result of this training?
 - a. What has changed?
 - b. What should change as a result of this training, but hasn't yet?
 - c. What are the obstacles to this change occurring?
 - d. How do you think these obstacles could be overcome?
7. How might the module be improved in the future?

Thank you for your time.

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