

Attachment H: Recruiting Communication – Scheduling Protocol

Protocol to be used when scheduling individuals for the three data collection methodologies

Notes for scheduler:

The research team has utilized the results from the recruiting phase to develop a list of participants for each of the three data collection methodologies: 1) information needs assessment interviews, 2) usability testing sessions, and 3) audience discussion groups (separate sessions held for “users” and “non-users” of the Compendium).

Please see the Recruit Listing for the list of recruit names with their contact information. The Recruit Listing indicates the type of session the individual would be asked to participate in, as well as the dates and times available. In addition to contact information we have included the date when they agreed to participate, as well as the name of the recruiter (to aid in recall and help validate your scheduling call to them).

Note that these individuals were contacted between [DATE] and [DATE] and will need a reminder of the study purpose, as well as a reminder of their expressed interest in participating in the study.

In this document we have provided an introductory script, as well as answers to potential questions from the recruits.

Note: the individuals were selected for specific types of interviews. If an individual is unable to make certain times, please do not recruit them for another type of interview.

INITIAL TELEPHONE SCRIPT: Hello. My name is [Name] from Mosaica Partners. [Name] of Mosaica Partners spoke with you on [Date] about participating in an evaluation study for the Agency for Healthcare Research and Quality (or AHRQ). During that telephone call with [Name] you had expressed interest in participating in this important research study.

[SCHEDULER: if the individual does not recall the recruiting call, see text on the last page of this document; otherwise proceed.]

I am calling you today to schedule an interview session. The session you are being asked to participate in is [select description below based on the selected method for this individual]...

... an information needs assessment interview. The telephone interview would focus on the need for – and the actual use of – information, resources, and tools related to the research and implementation of health IT systems. In the interview we will explore the kind of tools or aids you have actually used – or wished you had available – to support evaluation of health IT efforts. We will ask your opinion of how a specific tool – which we will show to you later in this session – could assist you in your role. This session will take place over the telephone using WebEx technology so that the researchers are able to view your Web visit. As a reminder, the interview session will take no more than 60 minutes and, as a thank you, participants are being sent \$75 for their time.

... a usability testing interview. In that interview you will be asked to visit a Web site. During your visit to the Web site you will be asked to assess a specific tool, and how easy or difficult it is to use. This will help us evaluate the tool and identify possible ways to improve it. This session will take place over the telephone using WebEx technology so that the researchers are able to view your web visit. As a reminder, the interview session will take no more than 90 minutes and, as a thank you, participants are being sent \$75 for their time.

... an audience group discussion session. In this group discussion, you and other individuals will be asked to explore the need for – and the actual use of – information, resources, and tools related to the research and implementation of health IT systems. The group will discuss the kind of tools or aids you have actually used – or wished you had available – to support evaluation of health IT efforts. The group will also discuss your opinion of how a specific tool – which will be presented during the session – could assist you in your work. This session will take place over the telephone using WebEx technology so that the researchers are able to view your web visit. As a reminder, the interview session will take no more than 90 minutes and, as a thank you, participants are being sent \$75 for their time.

Notes for scheduler:

Confirm that they remain interested in being a participant.

Using the Recruit Listing, schedule the recruit for the appropriate session.

NOTE FOR OMB REGARDING SCHEDULING

AHRQ's study researchers do not generally provide specific scripts on scheduling. Rather the scheduler and the recruit have an unscripted discussion in order to determine an acceptable date and time for an interview. The "Recruit Listing" refers to a list that will have the recruit's name, contact information, and the type of interview/session that they were assigned by the research team. Since this Recruit Listing would have contact information, we have not included it in this submission.

RESPONSE IF RESPONDENT DOES NOT RECALL AGREEING TO PARTICIPATE

Respondent: I don't remember agreeing to participate.

Your response: Let me provide you with additional background on this research effort.

The Agency for Healthcare Research and Quality (AHRQ) has contracted with Westat and Mosaica Partners to conduct an evaluation to help the help AHRQ in their efforts to provide access to the best possible collection of information and resources related to the evaluation of health IT systems.

As an experienced researcher or implementer, AHRQ would like to know your thoughts about what kinds of information, resources, and tools would be useful, and what you would like to see in specific tools.

We take the privacy of participants in this research study seriously. Generally, only summary data will be provided to AHRQ. The names of individual participants will not be provided to AHRQ. Your responses will be kept confidential to the extent permitted by law, including AHRQ's confidentiality statute, 42 USC 299c-3(c). Any verbatim quotes we include in our report to AHRQ will not be attributed to a specific individual.

We are conducting telephone interviews, using an online collaboration tool, that and should last approximately [XX]¹ minutes.

Now that I have described the reason for the research study and how it will be conducted, are you interested in participating?

¹ Note to Scheduler: the needs assessment will require approximately 60 minutes; the group discussions 90 minutes; and the usability testing 90 minutes.