

## Attachment C: Needs Assessment Interview Guide

OMB No. XXXX-XXXX  
Exp. Date XX/XX/20XX

### **AHRQ Health IT Tool Evaluation Needs Assessment Interviewer Guide (for Site Non-Visitors)**

#### INTRODUCTION

**Thank you all for agreeing to join us today. My name is [MODERATOR'S NAME] and this is [OBSERVER'S NAME, IF APPLICABLE] and we work for [Westat/Mosaica Partners].**

**We are conducting this evaluation for the Agency for Healthcare Research and Quality (AHRQ). The purpose of this interview is to explore the need for – and the actual use of – information and tools related to the evaluation of health IT systems. We would like to explore:**

- **The kind of tools or aids you have actually used – or wished you had available – to support your work in evaluating health IT systems.**
- **Your opinion of how a specific tool – which we will show to you later in this session – could assist you in your role.**

**AHRQ will use the results of this evaluation in planning to enhance their web site and the resources they offer health IT researchers and implementers.**

**We have 60 minutes scheduled for this call. Does that still work with your schedule?**

**Next, we would like to confirm that you have successfully signed on to our web meeting team room. Can you see the research study welcome message on your screen?**

Public reporting burden for this collection of information is estimated to average 60 minutes per response, the estimated time required to complete the survey. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. 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 (XXXX-XXXX) AHRQ, 540 Gaither Road, Room # 5036, Rockville, MD 20850.

Now we would like to confirm that you have not previously accessed or used those portions of the AHRQ National Resource Center for Health IT Web site identified as Health IT Tools or the Knowledge Library.

**PROBE IF NEEDED: The AHRQ National Resource Center for Health IT is AHRQ's Health IT Web site also known as the AHRQ NRC Web site.**

*If No: Thank you for confirming.*

*If Yes: Have you accessed the section of the AHRQ National Resource Center for Health IT Web site identified as the Health IT Survey Compendium?*

*If No: Thank you. We can proceed.*

*If Yes or Unsure: We apologize for any inconvenience but we will not be able to include you in this portion of our study. If you are amenable, we may contact you for a subsequent portion of our study that involves interviewing people who have accessed or used the Health IT Survey Compendium.*

**Before beginning, we would like to remind you about how we will use the information you provide. Your responses will be kept confidential to the extent permitted by law, including AHRQ's confidentiality statute, 42 USC 299c-3(c). We may include respondent comments in reports but will not attribute the comments to specific individuals or organizations. We also have a system to mark specific comments as off-limits for any reports that might be made public. If any of the information we cover today falls into this category, please let us know and we will mark the information as off-limits in our notes. Your participation in this study is voluntary. If at any time you do not feel comfortable answering a question, or do not know the answer, please let us know and we will move on.**

**Do you have any questions before we begin?**

INFORMATION NEEDS QUESTIONS

**Q1. Please describe your job as health IT researcher and/or implementer.**

**Q1.a. what does your job entail? What are your responsibilities?**

*If responded has both research and implementation responsibilities, determine which of the two is most prominent, and focus remaining questions accordingly.*

**Q2. What types of information or tools do you need to perform your job?**

**Q2.a. For instance, in your role as health IT [researcher and/or implementer], do you need information or tools, such as:**

*For researcher.*

- **Surveys? Questionnaires? What kind? (Adoption survey? User satisfaction?)**
- **Draft protocols?**
- **Studies?**
- **Study design details or plans?**
- **Contact information for other researchers or expertse?**
- **Statistical or quantitative analysis resources?**
- **Funding sources?**
- **IRB guidance materials?**

*For implementer.*

- **Best practices? For what aspects of implementation?**
- **Case studies?**
- **White papers?**
- **Example documents/draft language? Such as? (Project plans, requests for proposals, governance plans)**
- **Contact information for various experts or consultants?**
- **Market research/vendor assessments?**

**Q3. Where and how do you currently access this information and tools?**

*Determine if there is more than one source.*

*Prompt if needed by suggesting the following:*

- **Web sites**
- **Chat rooms**
- **Blogs**
- **Wikis**
- **Experts/Colleagues**
- **Professional societies**
- **Trade associations**
- **Equipment or software vendorssv**
- **Consultants**

*Capture specific names and locations.*

**Q4. How do you typically apply the information and tools to your work?**

**Q5. Please describe the quality of the information and tools you currently use.**

**Q5.a. What benefits have you experienced from using these resources? What are the strengths of your current information and tools?**

**Q5.b. What limitations or negative effects have you experienced from using these resources, if any?**

**Q6. Do you have current needs for information and tools that are not being met? Please describe.**

**Q6.a What information and/or tools do you currently lack?**

**Q6.b. In what ways could your current information and resources be improved?**

**Q7. Considering all types of information and tools you have mentioned, [review respondents' feedback as needed], please rank them from most important to least important in supporting your current role.**

*Ensure that all information, tools or aids from are listed in rank order, most to least important.*

#### TRANSITION TO SURVEY COMPENDIUM REVIEW

**Thank you. Your responses have been very helpful. Next we will turn to a specific tool that is currently available on the AHRQ National Resource Center for Health IT Web site (AHRQ's Health IT Web site). That tool is a collection of surveys and other resources known as the Health IT Survey Compendium.**

*Change the screen to show the Health IT Survey Compendium page*

**During this portion of the interview, we'll review the Health IT Survey Compendium and ask your opinion about what you see.**

**Before we begin, it's important for you to understand that we would like you to be candid in expressing your opinions. There are no right or wrong answers. What is important to remember is that your feedback during today's session will help AHRQ in their efforts to provide access to the best possible collection of information and resources related to health IT research and implementation.**

#### SURVEY COMPENDIUM QUESTIONS

**Q8. Had you heard about the Health IT Survey Compendium before this interview?**

*If Yes: Q8.a. Where had you heard about it?*

- **Colleagues**
- **Conferences**
- **Links or descriptions posted on other Web sites**
- **News articles**

- AHRQ reports
- Other (ASK FOR DETAILS)

**Q9. In first viewing this site, what types of information and tools would you expect to find here?**

**Q10. Please describe how you might use the site to search for some of the information and tools you described earlier.**

**Q10.a. What would you do first? Second?**

**Q11. What are your thoughts about the four categories provided for locating surveys and other resources?**

**Q12. Would you prefer to have other – or additional – categories to search for surveys?**

**Q12.a. What categories would you like to see?**

**Q13. Does the approach to locate potential surveys make sense to you?**

**Q13.a. What other approach would you prefer?**

**Q14. A description of survey types is shown below the four pull down menus that let you narrow your search for surveys and resources. What are your thoughts about how that information is presented?**

**Q14.a. Are the descriptions provided sufficient to help you understand how surveys and resources could be used to answer the questions you noted earlier? How these could be of assistance in the performance of your job?**

**Q15. Are the types of surveys you see in this collection relevant or not relevant for addressing your needs? Why?**

**Q16. Are there types of surveys that you would expect to see here that are missing?**

**Q16.a. What types of surveys are missing?**

**Q17. How would you use the search results that are presented?**

WRAP UP

**Q18. Are there any issues related to health IT information and tools that we have not discussed that you think would be appropriate for us to know?**

**Q19. Can you suggest other researchers and implementers with direct experience in health IT systems that we might invite to participate in this evaluation?**

**As we mentioned in our telephone interview, you are eligible to receive an honorarium of \$75 for your participation in this portion of the research study. You can expect this check to arrive within the next **XX** days. Thank you for your time and participation.**

*Confirm correct spelling of name and address to which the check should be sent.*

**Goodbye.**