

**Project ARCH Evaluation Site Visit
Discussion Guide: Patient Focus Group**

Facilitator:

Note Taker:

Date:

Introduction:

The information you share with us will be combined with that of other stakeholders from the five pilot sites around the country to provide a story of your experiences with the development of Project ARCH. Information related to project successes, challenges, and lessons learned will be incorporated into a report that will be delivered to the Office of Rural Health. We want to assure you that no participants will be identified in the body of the report. We would like to record the interview for accuracy. Do I/we have your permission to record your interview? The recording will be used only to generate a transcript and then will be destroyed and will not be shared with anyone outside the project team. Do you have any questions before I/we begin the discussion?

- Q1. What led you to enroll in Project ARCH? By that we're not asking for details on your medical condition that led you to seek treatment, but what about Project ARCH was attractive?

- Q2. Are the eligibility criteria for Project ARCH clearly explained?

- Q3. What, if anything, have you found to be beneficial about getting health care through Project ARCH? Can you give an example of how it has improved your quality of life?

- Q4. What, if anything, is working less well for you about Project ARCH? Are there things that have been frustrating and/or confusing about Project ARCH? Probe: consent process, authorization process, actual visit to provider, wait times.

- Q5. [For specialty care sites] If you needed post-surgical care (surgical follow-up visit, physical therapy, wound care, obtaining durable medical equipment or pharmaceuticals), how easy or difficult was it to obtain these services? Was the procedure clear or unclear to you and the contracted provider?

- Q6. [For primary care sites] How much of your necessary primary care is provided by the contracted provider and how much is provided by a VA provider? If you have needed specialty care, is the process for obtaining that care clear or unclear to you and the contracted provider?
- Q7. Prior to Project ARCH, how far did you typically travel to see *your primary care doctor / the kind of specialist you see*?
- Q8. How far do you have to travel for Project ARCH-provided care? Has Project ARCH changed the length of time you have to wait to receive [primary or specialty] health care services? If yes, has it increased or decreased the time?
- Q9. How satisfied or dissatisfied are you with the care you have received from the Project ARCH-contracted provider(s)? How does your level of satisfaction with your Project ARCH care compare with your satisfaction with care you get directly from VA?
- Q10. Are there health care services that you would like to see offered by Project ARCH that are not currently available? If so, what are they?
- Q11. If you could change one thing about Project ARCH, what would it be?
- Q12. Has participating in Project ARCH changed your perception of the VA health system? Has it made your experience better or worse?

Wrap Up

- Q13. Do you have any other input regarding Project ARCH?
- Q14. Do you have any questions for us?

Thank you for your time!