

Attachment Q: Health Literacy Team Leader Interview **(Pre-Implementation)**

Demonstration of Health Literacy Universal Precautions Toolkit

Thank you for taking the time to talk with me about the health literacy work that you and your team will be doing at your practice. As we talk, please keep in mind that there are no “right” or “wrong” answers to any of the questions I ask you — we are simply interested in learning about your motivation and potential technical assistance needs for implementing the health literacy tools your practice has chosen.

This interview will take no more than half an hour. All of your responses will be kept confidential to the extent possible by law. I will be recording this interview, so that I won’t miss anything you say. After our meeting today, we will transcribe the recording of our conversation. However, no names or identifying information will be included in the transcript. Can I confirm that you are okay talking with us about these topics today? (Wait for verbal consent.)

Interviewer: By checking this box the person consents to this interview.

I will now turn on the digital recorder as we begin the interview. Are you ready?

I’d first like to ask you a few questions about your practice’s motivation for implementing the Health Literacy Toolkit.

1. What was the motivation for your practice’s decision to implement the HL toolkit? (Probe for details: Why now? How did you go from idea to action? Is everyone equally motivated?)
2. In your opinion, how much quality improvement experience and capacity does your practice have to successfully implement the HL toolkit? (Probe: What makes you say that? What types of similar practice improvement activities have you done? Can you give me an example?)
3. Are you currently engaged in any quality improvement activities? (Probe: What are they? Who’s in charge? Are you getting any help outside the practice? How is that going?)

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4. To what extent is the leadership at your practice supportive of the implementation of the HL Toolkit? (Probe: What makes you say that? Can you give me an example of how leadership is/isn't supportive? Why do you think this is?)
5. How will you know if implementing the HL toolkit is a success?

Okay, great; thank you. Now I'd like to ask you some questions about your practice's potential needs for technical assistance for implementing the tools you've chosen. We would like to know how the project team can best support your practice as you move forward with implementation.

6. What health literacy aims and tools do you expect that your practice may decide to focus on? (Probe: Why do you think your practice may decide on those aims/tools?)
7. What potential challenges do you anticipate in implementation of the Toolkit? (Probe: Why? How problematic are these challenges? Do you have a plan yet to address them?)
8. What, if any, technical assistance would help your practice overcome these anticipated challenges? (Probe for details and examples: What kind and quantity of assistance? Can you give me an example?)
9. What would be your preferred way of receiving this technical assistance? (Probe for details and examples: Would you prefer assistance calls, emails? How often would you like to receive assistance? Assistance from whom?)

Thank you so much. That concludes my questions. However, before we finish, I would like to know if there is anything I have missed. Is there anything else about your health literacy team's experience that you think I should know? (If not: Thank you for your time!)

Pre-Implement

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