

## **Attachment U: Practice Staff Member Interview** **Demonstration of Health Literacy Universal Precautions Toolkit**

*Thank you for taking the time to talk with me about the health literacy work that your practice is doing. 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 hearing your thoughts regarding the process of implementing the health literacy tools your practice has chosen.*

*This interview will take about 30 minutes. All responses will be kept confidential to the extent permitted 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:** Check this box  to indicate that the person provided verbal consent.

*I will now turn on the digital recorder as we begin the interview. Are you ready? Great let's begin.*

-----

1. What is your position in this practice? (Clarify if needed: What is your job here? Probe: What are your responsibilities?)
2. Have you received any training related to health literacy as a result of implementing the Health Literacy Toolkit? (Probe: If so, what do you think was helpful about that training? What do you think was not that helpful? Did the training change how you do your job?)
3. In your opinion, what are the barriers to making health literacy a priority in patient care?
4. How involved have you been in implementing any of the Health Literacy tools? What role have you played?
5. In your opinion, how has the implementation of the tools gone? Overall, what have been the best and worst things about implementing the Toolkit?
6. How has implementing the Toolkit changed your job, if at all?

Public reporting burden for this collection of information is estimated to average 30 minutes per response, the estimated time required to participate in this interview. 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 (0935-XXXX) AHRQ, 540 Gaither Road, Room # 5036, Rockville, MD 20850.

7. How important do you believe it is to focus on health literacy issues in this practice? Why?
8. What has been the impact of implementing the Toolkit on patient care and work flow? (Probe: Is there anything that doesn't get done because of the practice's health literacy activities?)
9. In retrospect, do you think implementing the Toolkit was a positive experience for your practice? Why or why not?
10. What advice would you give to a practice like yours that was going to implement the Toolkit?
11. Is there anything else that you would like to share about the experience of implementing the Toolkit at this practice?