

**Interview guide and phone script – healthcare facilities**

Hello, this is \_\_\_\_\_ with the Battelle Center for Analytics and Public Health.

*Battelle has been retained by the Department of Health and Human Services (HHS) to conduct an assessment of local community-level implementation of the Action Plan for the Prevention, Care and Treatment of Viral Hepatitis (Action Plan). The Action Plan provides a comprehensive strategy for addressing viral hepatitis A and B. The assessment is intended to help better understand local community-level implementation of the Action Plan and any barriers that might be occurring. Our goal in this phase of data collection is to learn about the viral hepatitis activities that might be occurring in healthcare facilities. If you agree to participate in the interview, we will ask you a series of questions related to viral hepatitis. This interview will take about 30 minutes of your time.*

*Your participation is completely voluntary. You can decide whether or not to participate. If you do agree to participate, you may stop at any time. You may also choose to not answer any questions. Should you choose to participate, your answers will be maintained in a secure manner and you will not be identified by name or description in any reports.*

*Do you have any questions for me?*

*Would you be willing to participate in the interview?*

*We would also like to audio tape the interview for transcribing purposes only. Once the interviews have been transcribed, the tapes will be erased.*

*Would you be willing to have the interview audio taped?*

**Interview Questions**

1. Are you familiar with the Action Plan for the Prevention, Care and Treatment of Viral Hepatitis (Action Plan)?
  - If so, what do you know about the Action Plan?
  - What do you think about the Action Plan?
  - If you are not familiar with the Action Plan, where do you get updated information about viral hepatitis? Are there other plans, strategies, or policy-setting documents or organizations you rely on for information and support for viral hepatitis?

According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0990-xxxx . The time required to complete this information collection is estimated to average 37minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336-E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer

2. Can you talk about the viral hepatitis prevention, care, or treatment programs/services that exist in your facility?
  - What viral hepatitis services are provided?
  - Does your organization provide hepatitis B and/or C screening and/or testing? If so, can you describe how this is done? (e.g., during every patient encounter, based on a risk assessment form, only for certain groups (if so, which ones)?)
  - Are hepatitis A and/or B vaccines provided? Who can get the vaccines? Any specific target groups (e.g., youth, drug users, adults at risk, etc)
  - Does your organization care for people with chronic hepatitis B and/or hepatitis C?
  - Does your organization provide treatment for people with chronic hepatitis B and/or hepatitis C?
  - Have any best practices been identified? If so, can you describe them? (Consider adding this to any “yes” answer above)
  - How is this work being funded?
  - Can you describe how you might work with outside organizations to provide some of these services?
  - What are the barriers to providing viral hepatitis services?
  - Have you found facilitators that help your organization/staff to provide these services?
3. If viral hepatitis prevention services are provided, who delivers them?
4. Can you describe any provider training programs that your facility offers or recommends to deliver viral hepatitis vaccination, early detection, testing, and/or treatment trainings?
  - What educational curricula/training resources do your staff use?
  - If you provide/recommend education/training for staff, what outside organizations/partners do you work with to provide these trainings?.
  - If you do not provide/recommend education/training for staff, why not?
5. What are some challenges related to implementing viral hepatitis activities and/or conducting training programs in your facility?
6. What are some ways that these challenges can be addressed?
7. What are some ways that partners might help address some of these challenges?