



## Diabetes HealthSense Educator Pre Interview

Date of Interview: \_\_\_\_\_ Interviewee Name: \_\_\_\_\_  
Interview Start Time: \_\_\_\_\_ Interview End Time: \_\_\_\_\_

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### I. Introduction

#### A. Welcome & Thank You

Welcome and thank you for taking the time out of your day to do this interview.

#### B. Introduction and Affiliation

My name is \_\_\_\_\_. I am an employee of Shattuck & Associates. We are an independent planning and evaluation consultancy. We are working with the National Diabetes Education Program and Hager Sharp, a communications firm to evaluate Diabetes HealthSense.

#### C. Purpose of Interview

We are interviewing you today to learn more about your experiences and satisfaction with National Diabetes Education Program (NDEP) resources such as Diabetes HealthSense. I will also be asking you questions about preventing or managing diabetes among people at risk of diabetes (PAR) and people with diabetes (PWD). There aren't any right or wrong answers; we are interested in your experiences.

#### D. Interview Process

This interview should run approximately 60 minutes, but you can take as much time as you need. If you do not understand a question please feel free to ask me and I can reword it. You do not have to answer any question that you do not want to, and we can stop this interview at any time.

#### E. Privacy, Note Taking/Audio Recording, & Verbal Consent

Please be aware that everything you say during the interview is private. I am also interviewing other community educators who are working on this Diabetes HealthSense project. All interviews will be summarized in a report that does not identify you by name. I will be taking notes and recording the call while we talk so that I can accurately report the important information that you will be sharing. Again, this information will be kept private and will be deleted or destroyed once the final report is created. **Is this OK with you?** (Note: If this is not acceptable, please thank the participant and end the interview here.)

#### F. Questions?

Do you have any questions before we get started with the interview?

## II. Experience with NDEP

1. **Where do you go for patient education and diabetes information?**
2. **How familiar are you with NDEP as a source of patient education and diabetes information?**
  - a. How did you become aware of NDEP?
  - b. How long have you been involved with NDEP?
  - c. How would you describe NDEP? PROBE: To what extent do you think of NDEP as an aggregator of diabetes resources?
3. **To what extent do you use NDEP as a source of patient education and diabetes information?**
  - a. Describe your experience using NDEP.
  - b. Which, if any, NDEP resources are you familiar with?
  - c. How, if at all, have you used NDEP resources? (PROBE: for example, to answer your questions about diabetes, to assist you in your role as a health educator, as resources to help PAR/PWD prevent or manage their diabetes)
4. **How satisfied are you with NDEP?**
  - a. Overall, how helpful do you think NDEP is for health educators like you?
  - b. To what extent has NDEP met your information needs?
  - c. How helpful do you think NDEP is for PAR/PWD?
  - d. What, if anything, would make you more satisfied with NDEP?
5. **Now I'd like you to think specifically about Diabetes HealthSense.**
  - a. Prior to this project how familiar were you with Diabetes HealthSense?
  - b. Prior to this project, what was your experience with Diabetes HealthSense? How had you used it? What had you done with it?
  - c. How satisfied are you with Diabetes HealthSense?
  - d. How helpful do you think it is for health educators like you?
  - e. How helpful do you think it is for PAR/PWD?
  - f. How easy or hard is it for you to use Diabetes HealthSense personally? Please explain.
  - g. How easy or hard do you think it would be for PAR/PWD to use Diabetes HealthSense? Please explain.

## III. Knowledge, skills, self-efficacy

6. **How much do you know about specific lifestyle changes that people can make to help prevent or manage diabetes?**
  - a. What topics do you know the most information about? What topics do you know the least information about? (NOTE: lifestyle changes emphasized on the site include: weight management, healthy eating, physical activity, smoking cessation, stress management, checking blood glucose, taking medication)
  - b. What resources have you used in the past or do you currently use to learn more about diabetes or lifestyle changes to help prevent or manage diabetes?
  - c. Describe any barriers for you in understanding diabetes in general and specific lifestyle changes that can help prevent or manage diabetes.

- 7. How confident are you that you can use NDEP, including resources such as Diabetes HealthSense, with PAR/PWD? Can you tell me more about why you feel this way?**
- How confident are you that you can use NDEP to find resources that would be most appropriate and useful for each PAR/PWD? (Probe: Not at all confident; very confident; or somewhere in between?)
  - How confident are you that you can promote and disseminate NDEP resources such as Diabetes HealthSense to PAR/PWD? (Probe: Not at all confident; very confident; or somewhere in between?)
  - How confident are you that you can teach PAR/PWD how they can best use NDEP resources such as Diabetes HealthSense? By teaching PAR/PWD how they can best use NDEP resources we mean doing more than just disseminating resources, for example, reading over the resource with PAR/PWD or teaching them how to use the resource as we will do in this project. (Probe: Not at all confident; very confident; or somewhere in between?)
  - How, if at all, does NDEP affect your confidence in helping PAR/PWD make behavior changes that can prevent or manage diabetes?
  - What, if anything, could NDEP do to help you feel more confident in promoting and using NDEP resources to assist PAR/PWD to prevent and manage diabetes?
  - How confident are you that you can promote and disseminate NDEP resources such as Diabetes HealthSense to other educators? (Probe: Not at all confident; very confident; or somewhere in between?)
  - How confident are you that you can teach other educators how they can best use NDEP resources such as Diabetes HealthSense? (Probe: Not at all confident; very confident; or somewhere in between?)
- 8. Let's talk now about your ability to use NDEP resources such as Diabetes HealthSense as a tool to help PAR/PWD prevent or manage diabetes.**
- How would you describe your ability to use NDEP to find resources that would be most appropriate and useful for each PAR/PWD? (Probe: Not at all skilled; very skilled; or somewhere in between?)
  - How would you describe your ability to promote and disseminate NDEP resources such as Diabetes HealthSense to PAR/PWD? (Probe: Not at all skilled; very skilled; or somewhere in between?)
  - How would you describe your ability to teach PAR/PWD how they can best use NDEP resources such as Diabetes HealthSense? By teaching PAR/PWD how they can best use NDEP resources we mean doing more than just disseminating resources, for example, reading over the resource with PAR/PWD or teaching them how to use the resource as we will do in this project. (Probe: Not at all skilled; very skilled; or somewhere in between?)
  - How, if at all, does NDEP affect your ability to help PAR/PWD make behavior changes that can prevent or manage diabetes?
  - What, if anything, could NDEP do to help you strengthen your ability promote and use NDEP resources to assist PAR/PWD to prevent and manage diabetes?
  - How would you describe your ability to promote and disseminate NDEP resources such as Diabetes HealthSense to other educators? (Probe: Not at all skilled; very skilled; or somewhere in between?)
  - How would you describe your ability to teach other educators how they can best use NDEP resources such as Diabetes HealthSense? (Probe: Not at all skilled; very skilled; or somewhere in between?)

#### IV. Closing

That's all the questions I have for you right now. Before we end the interview, is there anything else that you would like to add that was not included in the questions I just asked? Do you have any other comments about Diabetes HealthSense?