National Diabetes Education Program

Diabetes HealthSense
Educator Post Interview

Date of Interview: _____ Interviewee Name: _____

Interview Start Time: _____ Interview End Time: _____

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. Our work is typically focused in the fields of education and public health. We are working with the National Diabetes Education Program and Hager Sharp, a communications firm to evaluate Diabetes HealthSense.

C. Purpose of Interview
Similar to the interview we did with you at the beginning of this project, 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 are no right or wrong answers; we are interested in learning about 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 have agreed to the Diabetes HealthSense program. Your interview will be combined with the other interviews, and your name will not be used in any report. 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. Train the Trainer Session Characteristics

1. **I'd like to begin by asking you about the Diabetes HealthSense Train the Trainer session you attended as part of this project.**
   a. How satisfied were you with the session overall? Please explain.
   b. What, if anything, could be done to improve the session?

III.   Participant Education Program characteristics

2. **Now I'd like to ask you about the Diabetes HealthSense Participant Education Programs you led during this project.**
   a. How many programs did you hold? Were any sessions cancelled? If yes, why?
   b. Describe the geographic locations where each Diabetes HealthSense program was held. (Probe: City, State; suburban, urban, rural) Where exactly did the sessions take place? (Examples: community center, , school, health department)
   c. When were the programs held? What was the date, time, day of the week of each program?
   d. How long did each program last?
   e. How did you recruit the participants for each program?
   f. How many individuals were invited to participate in each program? How many people attended each program?
   g. How would you describe the participants?

IV. Program Implementation

3. **Let's talk now about how you implemented the Diabetes HealthSense participant education program.**
   a. To what extent was the program implemented as written in your intervention guide? How closely did you follow the intervention guide?
   b. How, if at all, did you modify any of the activities that were planned in the intervention guide during any of your programs?
      • Why did you modify them?
      • How did you modify them?
   c. What were the barriers, if any, to delivering the program as planned?

V. Participants' satisfaction

4. **Now I'd like to talk about your perception of the participants' experiences with the Diabetes HealthSense program.**
   a. How engaged were the participants during the programs? Please explain.
      • Which activities during the program helped to keep the participants engaged?
      • What, if anything, would have increased active participation in the program?
   b. How satisfied do you think the participants were with the program overall?
      • Was there anything in particular about the program that contributed to their satisfaction?
      • What, if anything, do you think would have increased their satisfaction with the program?

VI. Experience with NDEP

5. **Now I'd like to ask you about your awareness and use of NDEP as a source of patient education and diabetes information.**
   a. How familiar are you with NDEP as a source of patient education and diabetes information?
   b. After participating in this project, has your knowledge about what NDEP offers changed?
   c. Now that you've participated in this project, how would you describe NDEP? PROBE: To what extent do you think of NDEP as an aggregator of diabetes resources
   d. After participating in this project have you become familiar with additional ways that NDEP can be a source of patient education and diabetes information for you?

6. **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?

7. **Now let's talk specifically about Diabetes HealthSense.**
   a. How would you describe Diabetes HealthSense?
   b. How satisfied are you with Diabetes HealthSense?
   c. How helpful do you think it is for health educators like you?
   d. How helpful do you think it is for PAR/PWD?
   e. What topics (e.g. eating healthy, being active managing my weight, coping with stress and emotions, setting goals, stopping smoking, preventing diabetes-related health problems, and checking my blood glucose) do you think are most and least helpful? Why?
   f. What types of resources (e.g. tracking tools, printable documents, online programs, in-person programs, videos podcasts, presentations, and mobile applications) do you think are most and least helpful? Why?
   g. Do you have any suggestions about how the site can be improved?
   h. How if at all do you plan to use Diabetes HealthSense after this project is over?

VII. Knowledge, skills, self-efficacy

8. **As a result of participating in this project, do you think that your knowledge about specific lifestyle changes that can help prevent or manage diabetes has changed? Please explain.**
   a. What topics do you know more about?
   b. What resources did you use to learn this information?

9. **As a result of participating in this project, do you think that your confidence using NDEP, including resources such as Diabetes HealthSense with PAR/PWD has changed? Can you tell me more about why you feel this way?**
   a. 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?)
   b. 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?)

    c.   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 have done in this project. (Probe: Not at all confident; very confident; or somewhere in between?)

    d.   How, if at all, has NDEP affected your confidence in helping PAR/PWD make behavior changes that can prevent or manage diabetes?

    e.   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?)

    f.   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?)

10. 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? Now that you've participated in this project, do you think that your ability to use NDEP resources such as Diabetes HealthSense with PAR/PWD has changed?

    a.   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?)

    b.   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?)

    c.   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 have done in this project. (Probe: Not at all skilled; Very skilled; or Somewhere in between?)

    d.   How, if at all, has NDEP affected your ability to help PAR/PWD make behavior changes that can prevent or manage diabetes?

    e.   How would you describe your ability to promote and disseminate NDEP resources such as Diabetes HealthSense to <u>other educators</u>? (Probe: Not at all skilled; Very skilled; or Somewhere in between?)

    f.   How would you describe your ability to teach <u>other educators</u> how they can best use NDEP resources such as Diabetes HealthSense? (Probe: Not at all skilled; Very skilled; or Somewhere in between?)

VIII.   Closing (5 minutes)

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?