

Grantee Interview Guide

Frontier Community Health Care Network Coordination Grant

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Advance Letter

Via Email

Dear Interviewee:

On behalf of the Office of Rural Health Policy, the Altarum Institute, IMPAQ International and the NORC Walsh Center for Rural Health Analysis are conducting an evaluation of the Frontier Community Health Care Network Coordination Grant. The grant is supporting the training and placement of community health workers in several Montana critical access hospitals to facilitate the coordination of care for patients.

The interview will be conducted either in-person or by telephone and will last no longer than one hour. Your participation will provide increased understanding and perspectives on access to quality care, adequate compensation, and regulations that allow for the integration and delivery of high quality care in frontier areas. With your permission, we will record the interview to assist us in taking notes and summarizing the discussion.

Findings from this evaluation will be included in reports for ORHP that may be publicly available. In those reports, data or quotations will not be linked to the identity of a particular respondent or organization.

If you have questions about this study, please contact me at knudson-alana@norc.org. Shena Popat from NORC will be contacting you within the next few days to schedule a telephone interview. For questions about your rights as a study participant, you may call the NORC Institutional Review Board Administrator at 773-256-6000.

Thank you for your participation in this very important study.

Sincerely,

Alana Knudson, PhD

Co-Director, NORC Walsh Center for Rural Health Analysis

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Informed Consent

Good morning/afternoon. My name is Alana Knudson and I am a researcher at the NORC Walsh Center for Rural Health Analysis. Altarum Institute, IMPAQ International and the Walsh Center have been contracted by the HRSA Office of Rural Health Policy to ascertain your unique perspective on the Frontier Community Health Care Network Coordination Grant. The grant is supporting the training and placement of community health workers in several Montana critical access hospitals to facilitate the coordination of care for patients.

This interview will last no more than one hour. There are no risks associated with your participation. Your participation is voluntary, and you may skip questions, and stop the interview at any time without any adverse consequences. Your answers will only be reported in aggregate form, and will not identify you or your organization. Your responses will be used in a final report for ORHP. If you have any questions about your rights as a participant in this research project, please call the NORC Institutional Review Board Administrator at 773-256-6000.

Do you consent to participate in this interview? [All parties on line must say “yes” to proceed.]

Do you have any questions for me?

[If “yes” then proceed. If “no” then terminate interview.]

[BEGIN RECORDING]

NORC would like to record this interview in order to ensure our notes are as accurate and comprehensive as possible. This recording will be deleted at the end of the project. Do you consent to have this interview recorded?

[If all parties indicate “yes” then proceed, and continue to record the interview.]

[If “no” then say: “That’s fine. Please be patient as I take notes.” Then, stop and delete the recording.]

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Grantee Interview Protocol

This includes staff from the Montana Department of Public Health & Human Services (MT DPPHS) and Montana Health Education and Research Foundation (MHREF).

Interview Guide

1. Please describe your position and role within the grant administration.

Training

2. What was your role in the initial training of the community health workers?
3. What are the strengths of the training?
4. Are there any gaps in the initial training that should be addressed in subsequent training?
5. What is your role in ongoing support and training?
6. What is your role in evaluation of the program?
7. Would you change anything in future trainings?

Program Administration

8. Please describe the grant program goals and objectives.
 - a. What grant program goals and objects have been completed or are in progress?
9. Do you collect progress reports or other ongoing information from the care transitions coordinator or community health workers?
 - a. If yes:
 - i. How often is data collected?
 - ii. What types of data are collected?

Summary Question

10. Are there any other issues we have not discussed pertaining to your role in this grant program?

Thank you for taking the time to share your experience and ideas with us. We greatly appreciate your input.

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