



PACT Intensive Management National Evaluation: Patient Experience Interview Questions

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The Paperwork Reduction Act of 1995: This information is collected in accordance with section 3507 of the Paperwork Reduction Act of 1995. Accordingly, we may not conduct or sponsor and you are not required to respond to, a collection of information unless it displays a valid OMB number. We anticipate that the time expended by all individuals who complete this survey will average thirty (30) minutes. This includes the time it will take to follow instructions, gather the necessary facts and respond to questions asked. Customer satisfaction is used to gauge customer perceptions of VA services as well as customer expectations and desires. The results of this telephone/mail survey will lead to improvements in the quality of service delivery by helping to achieve services. Participation in this survey is voluntary and failure to respond will have no impact on benefits to which you may be entitled.

VA Healthcare Services Patient Interview: Question and Answer Addendum

Q. What is the VA Healthcare Services Patient Interview?

A. The interview is part of a larger evaluation of 5 PACT Intensive Management (PIM) demonstration pilot sites, being carried out by the PIM National Evaluation Center (NEC, PI: Lisa V. Rubenstein, MD, MSPH). The sites include Atlanta, Cleveland, Milwaukee, Salisbury (North Carolina), and San Francisco. These sites were provided with special funding by VA Office of Primary Care Services to design and implement a program to care for primary care patients with complex medical and social needs. The purpose of this interview is to understand how to best care for patients who may have a variety of health and social needs, and who are frequent users of VA healthcare. All interviews will be conducted by telephone. We will use this information to inform future efforts to design services for VA patients.

Q. Who is conducting the interviews?

A. The PIM NEC has assembled a team of Ph.D.-level qualitative researchers to design and conduct the interviews and analyze the data. Members of this team will be selecting and contacting patients and scheduling the interviews.

Q. Who is invited to participate and how long will it take to complete?

A. We will randomly select 10 veteran patients from each PIM site. Interviews will be conducted by telephone by Ph.D.-level qualitative researchers at a time that is convenient for the patient. We estimate that the interview will last 30 minutes or less, depending on how you answer the questions.

Q. What will I be asked to do to participate in the interview?

A. Your participation involves participating in one interview. The interviews will be conducted by telephone at a time that is convenient for you, and with your permission, will be audio-recorded. Your decision to participate in this interview is entirely voluntary, and you may choose not to answer any question. You can decline or withdraw participation at any time, and your participation decision will have no adverse effect on you or the care you receive at the VA.

Q. Who will see my answers to the interview questions?

A. Your answers to interview questions will be confidential, which means that only the Qualitative Interview Team members will hear and see your responses. However, if you mention a health issue or concern that the interviewer believes may be urgent, the information you provide about your concern may be shared with your medical team. Your interview will be audio-recorded and transcribed by a transcription company outside the VA called Key Strokes. We will assign a numerical code to your interview and the transcript, so that your answers cannot be associated with your name. Only the Qualitative Team members will have access to the "cross-walk" file that tells us your code, and this will be securely stored and used only for record-keeping and data analysis. Once the transcript is complete and has been verified, we will destroy the audio-recording. Your answers will be combined with the answers of other interview participants to describe patient experiences with PIM. We will not directly identify you or what you said in any reports, documents, or publications.

Q. What will you do with my information?

A. Your answers and those of other interview participants will be analyzed by the qualitative team to understand the Veteran patient experience of special services provided by PIM sites, and how the VA can improve care for patients with complex medical and/or social needs. The Qualitative Team members

will “code” the data by identifying key themes, and prepare summaries of the Veteran experience at each site. The information will be combined into a report for the PIM National Evaluation Center. Each site will also receive copies of the report. Please note, if you mention a health issue or concern that the interviewer believes may be urgent, the information you provide about your concern may be shared with your medical team.

Q. How do I participate in the interview?

A. You can call Lisa Tarr, 818-891-7711 x36021, and leave a voice mail message with your name and phone number stating “I would like to participate in the PIM patient interview”. Or, we will call you within a few days of sending the invitation to ask if you would like to be interviewed. If you agree to participate, we will schedule a time that is convenient for you to conduct the interview.

Q. What should I do if I do not want to participate?

A. This interview is completely voluntary. This means that you are not required to participate, and your participation decision will have no harmful effect on you or the care you receive at the VA. If you choose not to participate, you can call Lisa Tarr, 818-891-7711 x36021, and leave a voice mail message with your name and stating “I do not wish to be called about the PIM patient interview”. Or, when the interviewer calls you on the telephone, you can simply tell the interviewer you do not want to participate.