

Attachment E

Interview Guide for Patients/Family Members/Caregivers – Telephone

Target Audience: This interview script is geared towards key informants including patients, family members, and caregivers. These informants will be recruited from primary care practices that have been selected as exemplars for a given “intervention” linking patient safety, patient and family engagement, and primary care. This interview script will be used to help develop the case study of exemplar primary care practices and give the patient/family perspective of the impact and effectiveness of the “intervention”.

Interviews will be conducted by telephone, and will be audio recorded with participant consent.

At the time of the interview, interviewer will ask if participant agrees to be interviewed and audio taped. Informed consent will be obtained before interviews begin.

Interviews will take approximately less than 60 minutes each.

Interview Protocol for Patients

[bracketed text will depend on interviewee and topic]

INTRODUCTION

Thank you for agreeing to do this interview! My name is [Insert Name of Interviewer] and I will be asking you questions today about how patients can stay safe when they visit their doctor. We are interested in learning more about primary care. That is the place where you go for your day to day healthcare needs.

This is a project being funded by a federal agency, the Agency for Healthcare Research and Quality, which works to improve the quality, safety, and effectiveness of health care for all Americans.

The purpose of today's interview is to learn about your experiences with [the “intervention” that you have used.] We will take about half an hour or so.

[Interviewer will read the participant the study description and request consent. If consent previously submitted, ask the individual what questions they have about how their input will be used and that once the interview has been transcribed that the audiotape will be destroyed]

Thank you!

Public reporting burden for this collection of information is estimated to average 60 minutes per response, the estimated time required to complete the survey. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: AHRQ Reports Clearance Officer Attention: PRA, Paperwork Reduction Project (0935-0179) AHRQ, 5600 Fishers Lane, Mail Stop Number 07W41A, Rockville MD 20857

So lets get started.

The first questions are about you and your experiences with health care providers.

1. Do you remember when you first [started seeing Physician X; started going to Dr. X's practice; started participating in "name of intervention"]?

Probe: What made you want to become involved with [the "name of intervention"]?

2. How often would you say you interact with primary care doctors, for yourself or for your family members? Would you say (insert reference- once a week? Month? year? Etc)

PATIENT SAFETY

I would like to ask you about certain words and phrases that are used a lot these days in health care and that we are concerned about in this project.

3. The first phrase is patient safety. What is the first thing you think of, or what comes to mind when you hear "patient safety"? Why?

Probe: Can you share with me any [other] examples of patient safety?

[We should offer our definition and an example from primary care so that participant and interviewer move to consensus on definition]

4. In your opinion as a patient/family member/caregiver, what would you say are the most important things for patients like you to know or think about when it comes to patient safety?

5. What suggestions would you share with primary care doctors about how to improve patient safety?

PATIENT ENGAGEMENT

6. Let's talk about the phrase patient engagement. What is the first thing you think of or what comes to mind when you hear patient engagement?

Probe: Can you share with me any [other] examples of patient engagement, or what patient engagement looks like to you?

[offer our definition and examples]

7. In your opinion, what types of things get in the way of patient engagement?
8. From your experience what is the best way to get patients engaged with their care? What is needed to get patients more engaged with their health care?
9. We are focusing in on primary care practices, like the doctors you see for health care visits every year. What types of things can your primary care doctor do to support patient engagement?

FEEDBACK ON EXPERIENCE

10. We want to get some more information about your thoughts on [the “name of intervention”]. Where did you first hear about [the “name of intervention”]?

Probe: Who first brought it to your attention, your doctor, or an organization?

Probe: How long ago, or when did you first get introduced to [the “name of intervention”]?

11. When you were first given [the “name of intervention”] what did you think? How did you feel about using it?
12. How did you end up using [the “name of intervention”], or did you end up not using it after all?
13. How easy or challenging did you find [the “name of intervention”] to be?
14. What was the best thing about [the “name of intervention”]?
15. What was your least favorite thing about [the “name of intervention”]?
16. What would you have changed about [the “name of intervention”]?
17. Specifically thinking about patient safety the way we discussed it earlier: how did you think this “name of intervention” addressed safety for you?
18. And what about patient engagement, how did [this “name of intervention”] help you to engage or increase your engagement in your health care?
19. Imagine you are in charge of creating a program/process/” intervention” for people like yourself to improve patient safety.
 - What would this look like?
 - Can you describe it?
 - What would it do?
 - How would you tell other patients about it?

CLOSING

20. Those were all the questions I had today. Are there any questions that I should have asked that I did not?

21. Is there anything else you would like to add on any of the topics we discussed today?

Thank you for your time and participation in this interview? Your comments will be very helpful to this project!