NCORP Pathways for Teamwork Interview Protocol

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INTERVIEW

Introduction:

Thank you for taking the time to speak with me today. This interview is being conducted as part of the National Cancer Institute's Community Oncology Research Program. This interview will be valuable in helping us to understand the communication and teamwork demands that NCORP community sites face when implementing clinical and care delivery research protocols, as well as the strategies used to navigate them. Today I would be grateful for your thoughts on these challenges, some concrete examples of activities that NCORP members engage in the require communication and coordination, and your experiences or perspective on handling these teamwork and communication demands.

If you do decide to take part, the interview is estimated to take up to 60 minutes to complete. All information that you share will be private and your identity or the identity of your organization will not be passed on to a third party.

We will ask for your permission to record today's conversation so that we may capture all of your insights. Recordings will be transcribed and then destroyed after transcription. Transcriptions will be scrubbed of any identifiable information and coded to understand key themes. Themes that emerge across multiple interviews will be collated and will help to inform the design and delivery of future programs and tools for NCORP participants.

You may refuse for your interview to be recorded. In that case we will ask for your permission to take notes by hand during our conversation.

Voluntary nature of this interview:

It is up to you to decide whether or not to take part in this interview. If you decide to take part, you are free to stop at any time and without giving a reason. You may also skip any questions that you prefer not to answer.

Questions:

Do you have any questions for me about the interview or the information that I have shared?

Q1. Now that I have told you about the interview, would you be willing to take part?

Q2. May I record our interview? If NO: May I take notes by hand?

Interview Questions:

1. Can you tell me a little bit about your experience as a site administrator? How many years/protocols have you been involved with? How many have been clinical RCTs? CCDR studies?
    a. How do you view your role in facilitating these protocols/studies?
2. CCDR studies typically related to health services research, could you describe your beliefs about cancer care delivery research?
    a. Do you believe in the evidence behind CCDR work?
    b. How involved has your site been in CCDR protocols to date?
3. Can you tell me about a recent trial or study that was implemented in your clinic (organization)?
    a. Can you walk me through the key tasks involved in getting this study up and running at your site once the protocol was approved & ready for implementation?
    b. Are these tasks typical of other protocols/studies implemented in your clinic/organization? If not, what other tasks are critical for implementing a protocol/study in your setting?
        i. How were you (and people in similar roles) involved in the implementation of this trial/study?
        ii. Can you tell me a little bit about the culture at your site?
        iii. C
4. Who do you consider part of the (NAME OF NCORP) research team? Please describe their role(s) & key responsibilities.
    a. Are there other clinicians in your clinic/organization that deliver protocol related care, but who aren't involved in other aspects of NCORP research? If so, when you think of the "NCORP research team" in your clinic/organization, do you usually consider these folks as part of the NCORP research team or not?
5. Critical incident: Can you describe an example of a time when this group worked really well together?
    a. How did the group establish a clear, shared understanding of the goals of this trial/study?
    b. How did the group established a mutual understanding of each other's roles and how they would work together in this example?
    c. How did the group communicate with one another in this example? (e.g., what mechanisms did they use to communicate, how did they make sure everyone from all involved organizations was on the same page?)
    d. How did the group coordinate the work involved to this example? (e.g., what mechanisms did they use to coordinate their efforts? How did other organizations or members of the group stay abreast of what others were doing & their progress)
6. Critical incident: Can you describe an example of a time when this group did not work as well together?
    a. In your opinion, what barriers contributed?
    b. Were there times when it seems that everyone was not on the same page?
    c. Were roles/responsibilities clear?
    d. What did communication look like in this example?
    e. How did coordination happen? How was coordination different in this example versus your previous example where the group worked well together?
7. From your experience, what are the top 1 or 2 challenges that sites like yours face when working to get a new study protocol implemented?

8. Have you or any members of your clinic/organization participated in team-training or training activities that focused on communication or teamwork skills?
    a. If so, when, please describe the training? Was this part of a larger clinic/organization quality improvement initiative? Something you/your colleagues pursued individually?
9. Any other thoughts related to the communication and teamwork involved in implementing NCORP related study protocols that we have not touched on?