

Attachment 3d Sample Interview Guide

Using Rapid Assessment Methods to Understand Issues in HIV Prevention, Care and Treatment in the United States

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APPROACH TO ENGAGING PATIENTS IN CARE

1. Can you describe the steps or general approach that you take to engage a patient in HIV care and treatment?

- a. Probe: What types of **assistance** do you typically provide to patients beginning HIV care to improve the likelihood they will return for continuing care?
- b. Probe: What types of tools or resources do you use to **assess your patients' readiness** for initiating HIV care or treatment?
- c. Probe: What steps or approach do you take if a patient **refuses HIV care or treatment**?
- d. Probe: What types of assistance do you provide to established patients to help them return for follow-up appointments (e.g., appointment reminders by mail, phone, or other, or follow-up for missed appointments)?
- e. Probe: What types of assistance do you provide to re-engage patients who have dropped out of care?
- f. Probe: What types of tools or resources do you use to **assess your patients' need for a referral** to other health-related services (e.g. mental health, substance abuse, dental care, case management)?
- g. Probe: In your opinion, are these tools and resources **adequate**? What could be improved?

BARRIERS AND FACILITATORS TO ENGAGING PATIENTS IN CARE

2. What are some of the barriers (e.g. facility or system features¹) that you experience as a provider when attempting to help patients engage in HIV care?

- a. Probe: What are some of the barriers (e.g. facility or system features) that you experience when attempting to **retain** patients in care?
 - i. Probe: How might that differ for someone who is new to care versus someone who has been in care for a longer period of time?
- b. Probe: What are some of the barriers (e.g. facility or system features) that you experience when attempting to **re-engage** patients in care?
- c. Probe: What are some of the barriers (e.g. facility or system features) that you experience when attempting to **refer** patients to other services?

3. What are some of the facilitators (e.g. strategies, facility or system features) that help you as a provider when attempting to help patients engage in HIV care?

- a. Probe: What are some of the facilitators (e.g. strategies, facility or system features) that help you **retain** patients in care?
 - i. Probe: How might that differ for someone who is new to care versus someone who has been in care for a longer period of time?
- b. Probe: What are some of the facilitators (e.g. strategies, facility or system features) that help you **re-engage** patients in care?
- c. Probe: What are some of the facilitators (e.g. strategies, facility or system features) that help you **refer** patients to other services?

RELATIONSHIPS WITH EXTERNAL PROVIDERS

4. What services does your practice provide onsite?

¹ This could include **patient-provider communication** issues such as trust, cultural and linguistic competency, provider experience and skills and/or **infrastructure issues** such as funding and reimbursement policies, availability of EMR, facility hours, follow-up/continuity mechanisms, and staff training and turnover.

Probe for the following services if they are not mentioned:

- 1 Dental care
- 2 Mental health counseling by psychiatrists, psychologists, or others who are licensed to conduct mental health counseling
- 3 Substance abuse treatment
- 4 Consultations or programs specifically designed to support or improve patient adherence to HIV treatment
- 5 HIV risk reduction counseling sessions by a counselor trained specifically to conduct this type of counseling
- 6 Partner counseling and referral services (PCRS)
- 7 Nutrition consultation with a dietician or nutritionist
- 8 Patient navigation services (e.g., accompanying to appointments as needed)
- 9 HIV/AIDS Case-management/care coordination services
- 10 Social services
- 11 Language translation services
- 12 Transportation services or financial assistance with transportation
- 13 Opioid maintenance therapy (e.g. buprenorphine, methadone) for opioid-dependent patients
- 14. Provision of risk-reduction tools (e.g., condoms)

5. In what ways do these services effect engagement and retention of patients in care?

6. In what ways do you help patients obtain other health-related services?

- a. Probe: What types of organizations do you work with to help HIV-positive individuals obtain **health-related services** (e.g. mental health services, substance abuse, dental care, case management, risk-reduction counseling and tools (e.g. condoms, or other services)?
- b. Probe: Are there **organizations** with whom that you would like to work that you have not been able to?
 - i. Probe: What are some of the **reasons you have not been able to work with them**?
- c. Probe: What might **improve your ability to collaborate with external organizations** (e.g. formal contracts or agreements)?

7. In what ways do these external services effect engagement and retention of patients in care?

MONITORING OF PATIENT ENGAGEMENT IN CARE

8. How does your **facility** monitor patient engagement in HIV care and treatment?

- a. Probe: How does your **facility** monitor patient **retention** in HIV care and treatment?
- b. Probe: How does your **facility** monitor patient **re-engagement** into HIV care and treatment? For example, how do you track patients who are missing appointments?
- c. Probe: What is your role in the documentation/monitoring process?

9. What are some of the barriers (e.g. facility or system features) that you experience when attempting to monitor patient engagement in HIV care and treatment (e.g. the purpose, who is doing the monitoring, available data, or other categories)?

10. What are of the facilitators (e.g. strategies, facility or system features) that help you monitor patient engagement in HIV care and treatment (e.g. the purpose, who is doing the monitoring, available data, or other categories)?

UTILIZING INNOVATIVE PRACTICES TO ENGAGE PATIENTS IN CARE

11. Please describe any aspects of your organization's service model used for engaging HIV-positive patients that you consider to be innovative.

12. Tell me about any successes you have had in your practice where you were able to help patients engage who were having difficulty doing so. Please do not provide names or any information that could identify a patient or individual.

- a. *Probe: Can you think of examples of patients **new to care** who were initially reluctant to accept care or treatment that you were able to engage?*
- b. *Probe: What made that change possible?*
- c. *Probe: Can you think of examples of **established patients** who were missing appointments or were non-adherent to care or treatment that you were able to engage consistently?*
- d. *Probe: What made that change possible?*
- e. *Probe: Can you think of examples of patients who had **dropped out of care** that you were able to re-engage in care?*
- f. *Probe: What made that change possible?*

CLOSING QUESTIONS

13. Is there anything else you'd like to share today regarding patient engagement in care, including linkage to, retention in, and re-engagement in care or referral to care?