

Individual Interview Guide

Introduction

My name is [XXX] and I work for NORC at the University of Chicago, an independent research organization. We have been contracted by the National Network of Public Health Institutes (NNPHI) to better understand how public health professionals in each of the funded Hurricane Response Hub Technical Assistance Center (HRHTAC) jurisdictions used available tools and resources during the 2017 hurricane response. Information from this interview will be used to develop a plan for modifying and improving disaster response tools and resources.

During the interview, we will ask about tools and resources your jurisdiction uses, existing training opportunities and areas where you feel additional tools and training would be helpful, as well as lessons learned from the 2017 hurricanes (Harvey, Irma, Maria). The interview will take about 60 minutes. Your participation is voluntary, but it is very important because your responses will help to improve disaster response efforts in your jurisdiction. We will keep information about you private and you will not be identified in any reports. You may decline to answer any question you wish and you are free to end the interview at any time.

We will be taking notes and the discussion will be recorded for notetaking purposes only. The notes and recording will be destroyed at the completion of the project. Are you ok with recording the discussion?
[If yes] Ok, thank you. I am turning on the recorder now.

Are there any questions before we begin?

Let's start with some questions about each of your jobs and roles and responsibilities during a hurricane or other disaster.

Background

1. Please describe your role within your organization.
2. What are your responsibilities during a hurricane response?
 - a. How different are these responsibilities to your day-to-day role?
 - b. How prepared do you feel to take on these responsibilities?
 - c. In general, what percentage of your team or your organization assumes a different role or additional duties during a disaster?
 - d. How prepared do you think people feel to take on this responsibility?

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Let's talk a little bit about tools and trainings for your role. Most jobs have some sort of annual training that is required.

Tools and Training

1. Tell us a little bit about the tools and resources you use that are related to disaster response?
 - a. Has your jurisdiction used CASPER?
 - i. How did that experience go? Was it easy to use? What did you do with the results?
 - b. Does your jurisdiction use the Emergency Responder Health Monitoring and Surveillance (ERHMS) Info Manager?
 - i. How has your experience been using that tool?
 - c. What other CDC tools or resources have you used?
2. What existing training programs are available at your agency?
 - a. Have you taken any trainings?
 - i. Were they CDC trainings? Internal local agency trainings?
 - b. Can you describe the trainings?
 - c. How effective do you think these trainings are?
 - i. Did you learn anything from them?
 - ii. Have you been able to apply what you learned in your role?
3. How do your staff receive training?
 - a. Are the trainings instructor-led or self-led?
 - b. Are the trainings conducted in person or via technology (e.g., webinar or learning management system)?
4. Are there any disaster-related trainings available at your agency?
 - a. What are the trainings like?
 - b. What are the topics of the trainings? And who is required to take them?
 - c. How effective do you think these trainings are?
 - i. To what extent were people able to apply what they learned during (name the 2017 hurricane)?

Now I'd like to switch gears and talk specifically about (your agency's) response to Hurricane (name).

Lessons Learned

1. Can anyone help us understand what the response was like? Can you describe your experience during the response to Hurricane (name)?
2. What parts of the response do you think worked well?
 - a. Did staff understand their responsibilities during the response?
 - b. Was everyone able to fulfill their responsibilities?
 - c. Was the chain of command clear?
 - d. Were you able to notify the public in a timely manner/issue a warning or evacuation?
3. What parts of the response didn't work so well?
 - a. Did tasks go undone?
 - b. Was there internal confusion about what needed to be done and by whom?
 - c. Was your jurisdiction unprepared for the event?
 - i. Because of actual size/intensity of the storm?
 - ii. Because of lack of resources?

Attachment 1. Individual In-Depth Interview Discussion Guide (English)

- iii. Because of something else?
- 4. What do you think needs to change to improve the next response?

Is there anything we haven't covered that you think we need to know?

Thank you so much for your participation today. We really appreciate your time and thoughtfulness.