

Appendix D - Field Test Interview Protocol for Primary Care Providers

AHRQ Guide to Improving Patient Safety in Primary Care Settings by Engaging Patients and Families

Provider Interviews – Guide Field Testing Evaluation

MedStar Health Research Institute (MHRI) will conduct two rounds of field testing interviews during Guide field testing. The first field test evaluation interviews will be at 3-months after baseline assessment is completed. The second will occur 6-months after baseline assessment is completed. In each of the two rounds we will conduct:

- 24 cognitive interviews with primary care providers (2 providers per practice x 12 practices); each interview will last approximately 45 minutes

Recruitment Criteria

We will aim to recruit providers and practice staff in the following manner:

- Providers and practice staff who have been exposed to the Guide
- Diversity among practice staff and providers

MHRI staff will work with the practice coordinators to identify individuals to participate in the interviews.

Interview Goals

The goals of the focus groups/interviews will be to:

- Obtain feedback on the intervention Guide materials
- Obtain feedback on the barriers and facilitators encountered for the Guide
- Obtain feedback on satisfaction with the Guide
- Obtain feedback on receptivity and enhancements to the Guide to improve adoption

Materials

- Copies of the **Guide** materials and for any intervention that the practice was able to implement during the 6-month evaluation period
- Informed consent documents
- Participant stipends and receipts
- Digital recorder

Location

Interviews will take place at the primary care practice at a time convenient to the provider and/or practice staff members.

Informed Consent Procedures

Participants will complete the informed consent process prior to starting the interview.

Participant Stipends

Upon completion of the informed consent process, all participants will complete the required paperwork to receive the stipend for participation.

Each interview is expected to take no more than 45 minutes.

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Form Approved
OMB No. xxxx-xxxx
Exp. Date xx/xx/yyyy

Provider Interviews –Guide Field Testing Evaluation

[bracketed text will depend on the topic being the Guide in general or a specific intervention within the guide]

WELCOME AND INTRODUCTION

- Thank you for agreeing to speak with me!
- My name is [INSERT NAME OF INTERVIEWER] and I am here to ask you a few questions about the Guide to improving patient safety in primary care settings by engaging patients and families.
- With your permission we will also be audio recording the session. This will help make sure that I don't miss anything that you say and can share with other people who are working on this project. The recording will be deleted immediately after I have the notes transcribed and are sure I have captured all your comments accurately.
- TODAY/TONIGHT I will be asking you questions about your experiences with the Guide and any specific interventions you attempted to implement.
- Everything you say here will be kept confidential and included as part of our assessment of the feasibility of implementing the Guide and its interventions into practice. We will not share your name or attribute any of your words directly to you.
- Do you have any questions before we begin? Ok, great. Let's get started.

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PATIENT SAFETY

1. How would you describe the impact of the Guide on the safety of the care that your practice was able to provide?
 - a. Why do you think that it was improved/not changed/declined?
 - b. Can you share with me any thoughts on what could be improved as part of the Guide or its interventions that could make it more effective?
2. In your opinion as a **provider**, what would you say are the most important things for patients to know or think about when it comes to patient safety?
 - a. Can you describe how this Guide helped you to achieve this?
 - b. What could or should we do differently to make this more effective?

Thank you for sharing. I now want to speak with you a little more about patient engagement.

PATIENT ENGAGEMENT

3. From your experience, how did the Guide materials support engagement from the patient and or their family?
 - a. Can you describe any barriers to engagement that you observed?
 - b. How would you describe the level of engagement you had with patients and families after you implemented the Guide?
 - c. Did engagement differ between the two interventions? If so, how?
4. What do you think is needed to get patients more engaged with their health care?

FEEDBACK ON MATERIALS

Now I would like you to consider the materials that you have in front of you for this next series of questions.

5. Can you describe for me how you would use/used the Guide materials?
 - a. Did you find it helpful?
 - b. Was the process difficult to follow?
 - c. Was the training and education about how to use the Guide materials appropriate? Would you suggest any changes to that?
 - d. Did you feel like you needed more information about why you should use it?
6. What about the format of the materials? Is there a better way for us to think about presenting the materials?

- a. What about an electronic version? If you had this on your phone or another electronic mobile device would that help?

Is there anything else you would like to share about your experiences with the materials? If not, let's move on to learning more about your experiences with the Guide [or INTERVENTION].

FEEDBACK ON EXPERIENCE WITH INTERVENTION

7. When you were first given the Guide what did you think?
 - a. How did you feel about using it?
 - b. How did you end up using the Guide, or did you end up not using it after all?
8. How easy or challenging did you find the Guide implementation to be?
 - a. Were any interventions easier or harder to implement? If yes, can you describe which ones and what made them more challenging?
 - b. Is there anything that you feel could be done to make them more effective? Can you elaborate on that for me?
9. What was the best thing about the Guide from your perspective?
10. What was your least favorite thing about the Guide?
11. What would you have changed about the Guide to make it more user friendly?
12. What do you think your patients felt about having these tools available to them?
 - a. Can you give me an example of a patient experience that was positive?
 - b. How about a negative one? Is there anything that could have been done to make it a more positive experience for that patient?
13. What about your practice staff? Where they on board with the change?
 - a. Did they like the new approach?
 - b. Was it difficult to get buy-in from them?
14. Specifically thinking about patient safety the way we discussed it earlier: how did you think this [INTERVENTION] addressed safety for you? For your patients?

CLOSING

15. Those were all the questions I had today. Are there any questions that I should have asked that I did not?
16. 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!