

Attachment B: Instrument: Telephone Interview Oral Health/Chronic Disease Program Staff

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State Oral Health/Chronic Disease Program Staff Telephone Interview Guide

Protocol

At the beginning of the interview

Good morning/afternoon. Thank you for making the time to speak with me today. My name is _____ and I am part of the assessment team with the Division of Oral Health (DOH) at the Centers for Disease Control and Prevention (CDC). We would like to interview you to learn about your experience with the Models of Collaboration for State Chronic Disease and Oral Health Programs (DP16-1609), which will be referred to as the two-year pilot project.

During this telephone interview, we would like to learn more about the facilitators, barriers, accomplishments and lessons learned in implementing the two-year pilot project. We will use your feedback to help derive insight on challenges and lessons learned in integrating state oral health programs with chronic disease programs. Your participation in this interview is voluntary and will take no more than 48 minutes to complete. You do not have to answer any questions if you do not want to and you may end the interview at any point. All information will be shared in aggregate form.

Are you willing to participate in this interview? _____

We would like to record today's interview. Is it ok for us to record this interview? _____

Do you have any questions before we begin?

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Warm-up

1. Which chronic disease (diabetes, heart disease, and hypertension) or risk behavior (smoking cessation, sugar-sweetened beverage consumption) did your state oral health program work with? Why was this program selected?

Probe:

- ▶ *Do the oral health program and chronic disease program organizationally reside under the same larger program within the state health department?*
- ▶ *Did the oral health program have an existing relationship/project with the chronic disease program?*
- ▶ *Who were some of the key partners/stakeholders in this pilot project?*

Implementation

Let us discuss efforts to integrate the oral health program with the chronic disease program in your state health department.

2. Can you describe the strategies and activities that you or your state oral health program implemented to promote integration with the chronic disease program?

Probe:

- ▶ *How did integration take place within your state oral health program? Was an advisory panel convened? Was a project work plan developed? etc.*

3. Can you describe the communication and information sharing processes between your state oral health program and the chronic disease program?

Probe:

- ▶ *Were there any challenges in communication between the two programs?*
- ▶ *Was there any communication/information sharing process that worked really well?*
- ▶ *Did communication change over the course of the two-year pilot project?*

4. How were oral disease systems and concepts incorporated into the state's chronic disease work plans (or vice versa)?

5. From your perspective, have there been any changes in messaging around oral health within the chronic disease programs? Please describe how the messaging has changed.

Now let us discuss the pilot project between your state oral health program with the chronic disease program.

6. How was data for process measures to assess the pilot project collected? Outcome measures?

Probe:

- ▶ *Were there any challenges in the data collection and data flow (for example, from clinic to oral health department) within the pilot project? Who was responsible for collecting data (oral health program or chronic disease program)?*
- ▶ *Were electronic health records (EHRs) used for the pilot project?*
- ▶ *Did issues of patient confidentiality relating to data collection come up? How were these addressed?*
- ▶ *Did the project monitor data throughout the pilot for continuous quality improvement? If so, what methods (PDSA, etc.) did they use?*

Facilitator and Barriers

7. In your opinion, what factors facilitated the implementation of the pilot project?

Probe:

- ▶ *Examples of factors could be resources (funding), leadership support within state health department, relationships between oral health and chronic disease programs (existing versus new), etc.*

8. Thinking back to the start of the pilot project to today, what were some of the barriers in implementing the pilot project?

Probe:

- ▶ *How were these barriers addressed?*
- ▶ *What would you have done different?*
- ▶ *What tools, resources or information would have been helpful to you in implementing the pilot project?*

Accomplishments

9. Could you share a story that captures some key accomplishments of your pilot project?

Probe:

- ▶ *If the pilot involved bidirectional disease screening, approximately how many patients were screened and referred?*
- ▶ *If the pilot involved a social marketing campaign, was the target population reached?*
- ▶ *Were there any key accomplishments in efforts to integrate the oral health program with the chronic disease program in your state health department?*

Lessons Learned

10. What lessons did you learn through implementation of this pilot program that you think would be useful to share with others?

11. As the two-year pilot project ends, can you talk a little about the sustainability of the project? (We define sustainability as the continuation of pilot project activities.)

Probe:

- ▶ *Are there plans for the project to continue beyond the pilot?*
- ▶ *Are there plans to continue collaboration between the oral health program and chronic disease program?*

Cool Down

12. Is there anything else you would like to share with me about your experience with this pilot project?

At the end of the interview

Thank you for speaking with me today. We appreciate your insights and the information you have provided.

If you have any questions, you may contact me at _____ or Dr. Nita Patel at nfp5@cdc.gov.