

## Attachment U. Provider Evaluation Focus Group

### Interview Guide – Communication Protocol Feedback and Message Testing (CYSHCN/ASD)

Form Approved

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#### Introduction

I want to thank you for taking the time to meet with me today. My name is \_\_\_\_\_ and I work at Drexel University Center for Public Health Readiness and Communication. I'm working with the CDC, the PA Chapter of the American Academy of Pediatrics, and the AJ Drexel Autism Institute to find out how families who have children with special health needs including autism spectrum disorders, get the information they need during emergencies and disasters that disrupt their lives or require special actions to protect their health. We have spent the last two years collecting information from families, their doctors and other providers, and from emergency response agencies to develop recommendations for health care providers, government and other public safety agencies to communicate with families that need special information during emergencies, and might need to receive it in unique ways.

Today, we're going to share our recommendations with you and proposed messages that might be used in different types of emergencies. We want your opinions about the capacity of your organization regarding disaster communications to families and providers, using the preferred channels that families identified in our study. We'll use your feedback today to improve these recommendations and make changes, so that agencies like yours are better equipped to communicate with high-risk families during and after emergencies.

This session should take about 1 hour. I will be taping the discussion because I don't want to miss any of your comments. Although I will be taking some notes during the session, I can't possibly write fast enough to get it all down. Because we're on tape, please be sure to speak up so that we don't miss your comments.

All responses will be kept confidential. This means that your interview responses will only be shared with research team members and we will ensure that any information we include in our report does not identify you as the respondent. Remember, you don't have to talk about anything you don't want to and you may end the interview at any time.

Are there any questions about what I have just explained?

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Are you willing to participate in this interview?

- I. Review of framework for communication flow and mechanism for bi-directional communication between:
  - a. Emergency response and public safety agencies and healthcare/professional providers
  - b. Emergency response and public safety agencies and affected communities
  - c. Health care, social service providers and affected communities

### Questions

- Here's what we've heard – is this process right for you?
- Is this feasible?
- Does your organization have the capacity to communicate with families in this way?  
With providers or emergency response agencies?

- II. Message testing – final review of sample messages based on study findings and feedback from families/caregivers re: scenarios and messages, in specific formats/channels.

### Questions

- Is this content you are prepared to or capable of providing to families/affected communities? To providers or emergency response organizations?
- Can you share this content in the preferred formats?
- Can you share this content in the preferred channels?