

4g. TBC Partner-site Level Interview Guide – (Strategy B3)

Note: Public reporting burden of this collection of information is estimated to average 1 hour per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Reports Clearance Officer; 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333; ATTN: PRA (0920-20HP)

Date of Interview:			
Interviewer:			
Organization Name			
Organization Type			
State			
Organization City			Zip Code
Strategies Implemented (select all that apply):	<input type="checkbox"/> B3	<input type="checkbox"/> B4	
Interviewee Name:			Position/ Title

Introduction

Thank you for taking the time to participate in this interview. My name is [Insert name] and I am with the Deloitte evaluation team. Our team is working with the CDC Division for Heart Disease and Stroke Prevention. We understand your organization has been receiving support from the [insert state] Health Department to promote, expand, or enhance team-based care approaches for the prevention, diagnosis, and management of cardiovascular disease. This support is provided to you under a CDC-funded project. CDC has hired Deloitte Consulting to evaluate this project to better understand how health departments are supporting team-based care efforts within health organizations.

The information collected from this interview will be analyzed together with information gained from interviews with others within your organization as well as from other healthcare organizations. We also will be conducting interviews with the state health department. Together, these interviews will provide valuable insights on different approaches for promoting team-based care and which approaches seem to work well in specific contexts.

The interview is expected to take no longer than 1 hour. Your participation in this interview is completely voluntary. You may choose to skip questions or stop the interview at any time and it will not in any way impact the funding or technical assistance you receive from the health department or CDC. All information will be kept secure and any personally-identifiable information will be removed when results are aggregated for analysis.

If at any time during the interview you are not clear about what we're asking, be sure to let me know. We appreciate your candid response.

With your permission, we would like to record this interview for transcription purposes.

Do we have your permission to record?

- Yes
- No

Do you have any questions or concerns before we start the interview?

I. Background

I'd like to start with some questions to understand the work [name of organization] is doing to support clients that have high blood pressure and high blood cholesterol, and also understand your role within the organization.

1. Can you tell me about your organization and the populations that it serves, specifically for cardiovascular related diseases?

Probe:

- What types of services/programs does your organization offer to support individuals who have or at high risk for high blood pressure or high blood cholesterol?
- What are the overall goals of these programs? What is your organization hoping to achieve through these programs?
- Can you describe to me the different populations (i.e. race, ethnicity, socioeconomic status, age, genders, etc.) that your organization serves, specifically for services related to the prevention or management of high blood pressure or high blood cholesterol?

2. Can you tell me about your role in relation to supporting team-based care approaches within your organization?

Probe:

- How long have you been in this role?
- How long have you been working with this organization?

II. TBC Practices

The following questions are going to ask you about how the health department is working with your organization to support the engagement of non-physician team members such as nurses, pharmacists, physical therapists, others, in managing patients with hypertension and cholesterol.

3. Please tell me what team-based care for management of clients with high blood pressure and/or high blood cholesterol looks like in your organization.

Probe:

- What is the typical composition of a care team for management of CVD and related risk factors?

- [If pharmacists not mentioned] – Do you engage pharmacists in your clients care teams?
 - How are they engaged?
 - What is the reason for not engaging pharmacists?
 - [If CHWs not mentioned] – Do you engage community health workers in your client care teams?
 - How are they engaged?
 - What is the reason for not engaging CHWs?
4. What organizational structures or processes support team-based care?
- Probe:**
- Is there an organization-level policy or practice guidelines for team-based care?
 - Are teams co-located?
 - Are the HIT systems used to support team-based care? In what ways?
5. What are the contextual factors that your organization takes into consideration as you roll out the TBC policies?

III. Health Department Support

The following questions are going to ask you about how the health department is working with your organization to support activities related to promoting or enhancing use of EHRs for client management.

6. In what ways has the health department supported your organization with TBC processes, specifically for management of clients with HBP/HBC?
- Probe:**
- What do you think should be their role?
 - What types of health department interventions or activities were most helpful to your organization to develop or strengthen TBC practices?
 - How are they helping you with respect to developing workflows/systems to integrate non-physician team members?
7. What are some of the challenges that you face with regards to integrating non-physician team members in clinical care?
- Probe:** How can the health department best help address these challenges?
8. What are some of the facilitators (i.e. resources, infrastructure, capacity, etc.) for the engagement of non-physician team members in hypertension and cholesterol management at your organization?
- Probe:** How can the health department best encourage/support these facilitators?
9. Do you have other partners, or additional funding sources outside of the HD for supporting team-based care within your organization?
- Probe:** Is there any other support you need to further strengthen TBC within your organization?

IV. Effectiveness of TBC Practices

10. In your opinion, how does team-based care affect care and management for clients with HPB/HBC?

11. To the best of your knowledge, how does team-based care contribute to client level health outcomes?

Probe:

- How does team-based care support clients to modify their lifestyle/risk behaviors?
- How does team-based care support clients to control their blood pressure or blood cholesterol levels?
- How does team-based care support clients to adhere to their medication plan?

12. To your knowledge, have there been any unintended or unexpected outcomes from the implementation of team-based care approach?

Probe: If so, what are they?

Close

Thank you so much for your time. This concludes our interview about the 1815-funded activities related to the team-based care strategies. If you have any additional questions, please feel free to contact Gizelle Gopez, ggopez@deloitte.com.