

Attachment F -- Recruitment Materials

1. INVITATION EMAIL

Example Recruitment Email for Clinical Staff Recommended for Follow-Up Interviews by LHS Site Liaison *(Note: if needed, invitation emails or phone scripts with similar messaging will be appropriately tailored for the LHS Leaders/Decisionmakers participating in the Preliminary and Follow-up Interviews. Invitation emails may not be needed, however, since their roles will have them working closely with Implementation Coaches who may informally do the first outreach as part of their coaching activities)*

Dear **[Respondent Name]**,

I am following up on **[LHS Site Liaison]**'s recommendation that we contact you and your team members to understand how implementation of **[PRODUCT NAME(S)]** has been going at **[HEALTH SYSTEM NAME]**. We are researchers at the American Institutes for Research working with **[IMPLEMENTATION COACH]** who is helping to support your team's use of **[PRODUCT NAME(s)]**. Your team's implementation of **[PRODUCT NAME(s)]** has been funded by the Agency for Healthcare Research and Quality (AHRQ). AHRQ is eager to hear about users' experiences with **[PRODUCT NAME(S)]**, including implementation challenges and successes.

The interview will last 60 minutes and take place over the computer and phone. We will ask you some questions about your role at your organization and your work with **[PRODUCT NAME(s)]**.

Please know that all information you share with us will be kept confidential and will only be accessed by a small group of researchers who are working on this project.

If you are still interested in talking with us, please let us know a good date and time to speak with you. I've listed five possible times below – please let me know if one of these times will work well for you. If none of these times work, please let me know when you are available, and we'll work on scheduling a time that works best for you.

- Option #1: Date, time (EST)
- Option #2: Date, time (EST)
- Option #3: Date, time (EST)
- Option #4: Date, time (EST)
- Option #5: Date, time (EST)

Please let me know if you have any questions. Feel free to call me at XXX-XXX-XXXX if you would like to discuss this opportunity over the phone. I look forward to receiving your response.

Sincerely,

[TBD Contractor Staff]

2. CONFIRMING INTERVIEW EMAIL

Hi [**Respondent Name**],

Thank you again for your willingness to take part in an interview to understand how we can facilitate better implementation and increase the uptake of evidence-use products, such as [**PRODUCT NAME(s)**], to improve patient care. I've attached a document that provides more information about the study for your review.

Your interview has been scheduled for [DATE] from [TIME].

The interview will be conducted online and over the phone. We ask that participants are on a computer that is connected to the Internet and have access to a telephone (landline or cell phone is okay). You must use a computer and a telephone. A smartphone or tablet alone will not work.

INSTRUCTIONS TO JOIN THE INTERVIEW:

Step 1: Go to www.joingotomeeting.com

Step 2: Type **961-112-117** in the white box on the screen

Step 3: Click Join

Step 4: If you are using Google Chrome as your web browser, a pop-up might appear on your screen. If the pop-up appears, click Open GoTo Opener. If the pop-up does not appear, follow the on-screen instructions and continue to step 5.

Step 5: Select the Phone Audio option. Call **1-866-899-4679**

Step 6: Enter access code **961-112-117** then enter #

Step 7: For the audio pin, simply press #

Please let me know if you have any questions or concerns. Look forward to speaking with you soon!

Sincerely,

[TBD Contractor Staff]

3. REMINDER EMAIL

Hi [**Respondent Name**],

This is a reminder that your interview will take place on [DATE] from [TIME]. We kindly ask that you join the interview 5 minutes before the start time to take care of any issues that you may have signing in.

Before you join the interview, make sure you are on a computer that is connected to the Internet and have access to a telephone (landline or cell phone is okay). You must use a computer and a telephone. A smartphone or tablet alone will not work.

INSTRUCTIONS TO JOIN THE INTERVIEW:

Step 1: Go to www.joingotomeeting.com

Step 2: Type [access code] in the white box on the screen

Step 3: Click Join

Step 4: If you are using Google Chrome as your web browser, a pop-up might appear on your screen. If the pop-up appears, click Open GoTo Opener. If the pop-up does not appear, follow the on-screen instructions and continue to step 5.

Step 5: Call [Meeting Phone Number]

Step 6: Enter access code [access code] then enter #

For questions or assistance, you can contact: [**TBD Contractor Staff**] at [XXX-XXX-XXXX].

We look forward to speaking with you soon!

Sincerely,

[TBD Contractor Staff]

AIR Preliminary Interviews with Learning Health System Implementation Sites

Information Sheet

October 10, 2019

What is this project about?

Our discussion today is part of a project sponsored by the Agency for Healthcare Research and Quality (AHRQ). The American Institutes for Research (AIR), a not-for-profit research organization, is providing AHRQ with evaluation support as it implements evidence-use products at 11 learning health systems (LHS) across the United States.

What will you ask me to do?

We are asking you to participate in an interview that will last about one hour. The interview will take place in person, if possible, or over the telephone. Telephone interviews will be conducted using GoToMeeting, a webinar platform that will enable us to conduct interviews using web cameras, if you have web camera capability. During the interview, you will need Internet access to connect to GoToMeeting using a desktop or laptop computer. We will give you a toll-free number to call and a website link to log into.

We will ask you to provide your perspectives on the implementation of the evidence use product at your LHS. Specifically, we would like to hear about your initial decisions and expectations about the evidence-use product that you implemented and overall experiences with early implementation. We would also like to hear about your experiences with other evidence use products and the resources necessary to implement this product in your care settings.

Who is doing this project?

AIR, a not-for profit research organization, is doing the interviews and project. The project is funded by AHRQ.

Do I have to participate in this project?

No. It is your choice to participate or not. You have the right to stop participating at any time, and you do not have to answer any questions that you don't want to. If you choose not to participate or to stop participating, there are no penalties. All information you provide is confidential.

Will you be recording the discussion today and how will it be reported?

With your permission, we will audio record the interview. You may ask to have the recorder stopped at any point in the interview and, at your request, we can strike any comments off of the record. The recordings and transcripts made from the recordings will remain on AIR property and will be destroyed at the end of the project.

All information you provide is confidential. The results will be reported as a summary with your and other interviewees' comments presented in the aggregate. We will not include your name or identifying information (such as your name or position) in the report.

How will you protect my privacy?

We will not connect your name to anything you say, and we will not give your name to anyone outside of the project.

What are the risks?

The risks of participating in the interview are minimal. If the discussion makes you uncomfortable, then you do not have to participate.

Are there any benefits?

There are no direct benefits to you of participating in this research. However, your participation will help AHRQ improve implementation practices for evidence-use products in LHS settings.

What if I want more information?

If you want more information about the project, please contact the [TBD Contractor Staff] via telephone at XXX-XXX-XXXX or email at [Email].

If you have questions about your rights as a participant, contact the chair of AIR's Institutional Review Board at IRB@air.org or toll-free at 1-800-634-0797 or c/o AIR, Attn: AIR IRB, 1000 Thomas Jefferson Street, NW, Washington, DC 20007.

AIR Follow-Up Interviews with Learning Health System Implementation Sites

Information Sheet

October 10, 2019

What is this project about?

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What will you ask me to do?

We are asking you to participate in an interview that will last about one hour. The interview will take place over the telephone. Telephone interviews will be conducted using GoToMeeting, a webinar platform that will enable us to conduct interviews using web cameras, if you have web camera capability. During the interview, you will need Internet access to connect to GoToMeeting using a desktop or laptop computer. We will give you a toll-free number to call and a website link to log into.

We will ask you to provide your perspectives on the implementation of the evidence use product at your LHS. Specifically, we would like to hear about your initial expectations about the evidence-use product that you implemented and overall experiences with implementation. We would also like to hear about your experiences with other evidence use products and the resources necessary to implement this product in your care settings.

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