

Appendix C5. PD Recruitment Telephone Script

Q1. Hello, my name is [INTERVIEWER NAME] and I am calling from 2M Research on behalf of the Agency for Healthcare Research and Quality (AHRQ). I wanted to follow up on an email that was recently sent to [NAME]. Is this [NAME]?

Q2. IF SPEAKING TO RESPONDENT: Great. The email was regarding an evaluation of the Learning Health Systems K12 Training Program. We are reaching out because you are a program director of an LHS K12, and we would like to schedule a telephone interview with you to learn more about your experiences supporting the LHS K12 training program at your institution. The interview would be approximately [X MINUTES] and would ideally take place in [MONTH OR DATE RANGE], although we can be flexible depending on your availability. Would you be interested in participating?

- **Q2a. IF YES:** Great! Thank you so much for your willingness to participate. Is there a [X MINUTES] block of time in the next [TIME FRAME] that we could schedule your interview?
 - **IF PROVIDING A TIME:** Document interview time. Thank you! That sounds great. We will send you an email confirming your interview time. Do you have any more questions?
 - **IF YES:** See FAQ sheet
 - **IF NO:** Okay! Thank you so much, and we look forward to speaking with you soon.
 - **IF NOT SURE OF TIME:** No problem! Do you have your calendar available? You can also let us know a time that works for you by emailing us at [EMAIL].
- **Q2b. IF NO:** Okay, I understand. As a reminder, there are no risks to those who participate. Your responses will be reported in aggregate in a summary across all of the institutions. This interview provides the opportunity for you to share your own views and experiences in the program with AHRQ. Sharing your experiences as a program director will be very beneficial in helping AHRQ understand how LHS K12 research impacts the health system, as well as your experience supporting the training program, which could help improve the program. Are you sure that you are not willing to participate?
 - **IF YES:** Go to Q2a
 - **IF STILL NO:** Okay, I see. Do you have any questions regarding the study that would influence your decision?
 - **IF YES:** See FAQ sheet.
 - **IF NO:** Thank you for your time today. If you change your mind or have any questions regarding the study, feel free to contact us at [CONTACT INFORMATION]. Have a great day.

Q3. IF NOT SPEAKING TO RESPONDENT: I see. Do you know where I could reach him/her? Is he/she available?

- **Q3a. IF YES (transferred or redirected to respondent):** Go to Q1.
- **Q3b. IF NO (leave message):** Please tell [NAME] that my name is [INTERVIEWER NAME], and I am calling from 2M Research on behalf of the Agency for Healthcare Research and Quality. We recently sent them an email regarding the Learning Health Systems K12 Training Program.

[NAME] serves as the program director of an LHS K12 training program, and we would like to schedule a telephone interview with them to learn more about their experience supporting the program. The interview would be approximately [X MINUTES] and would ideally take place in [MONTH OR DATE RANGE], although we can be flexible depending on their availability. If they are interested in participating, please have them contact us at [CONTACT INFORMATION] to confirm their participation and schedule their interview. Thanks so much!

Q4. VOICEMAIL MESSAGE

Hi [NAME], my name is [INTERVIEWER NAME], and I am calling from 2M Research on behalf of the Agency for Healthcare Research and Quality. I wanted to follow up on an email that was recently sent you regarding the Learning Health Systems K12 Training Program. We are reaching out because you are the program director of an LHS K12 training program and we would like to schedule a telephone interview with you to learn more about your experiences supporting the program. The interview would be approximately [X MINUTES] and would ideally take place in [MONTH OR DATE RANGE], although we can be flexible depending on your availability. Please reach out to [CONTACT INFORMATION] if you have any questions or would like to confirm your participation and schedule your interview. Thanks so much, and have a great day.