

## **AGENCY DISCLOSURE NOTICE**

The public reporting burden for this collection of information, 0701-XXXX, is estimated to average 30 minutes 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. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

### **Title:**

## **Air Force Embedded Provider Semi-Structured Interview Guide**

### **Embedded Provider Verbal Informational Letter**

Thanks for talking with me today. You are being asked to participate in a research study.

Key study information you should know:

- One purpose of the study is to understand the challenges, if any, that embedded providers face in providing mental healthcare services to airmen. Participation includes a one-time interview that will take approximately 30 minutes.
- There are no foreseeable physical risks and very minimal privacy/confidentiality risks or discomforts from this study.
- The results from this study will further knowledge for shaping line and medical leadership strategies geared toward supporting embedded mental healthcare capabilities for airmen.
- Taking part in this study is voluntary. You can skip any question and discontinue participation at any time without penalty or loss.

The research team will take the following precautions to maintain the confidentiality of your data: We will not collect any personally identifiable information (PII). Data will be presented and published in aggregate form. Electronic data will be password-protected.

The data may be accessed by the Department of Defense for auditing purposes.

Do you have any questions before deciding whether to take part in this research project?

Do you agree to take part in this research project?

If you have further questions regarding the study, contact the Principal Investigator: Rachael N. Martinez, PhD, at [rachael.martinez.1@us.af.mil](mailto:rachael.martinez.1@us.af.mil). If you have questions regarding your rights as a research subject, contact the AFRL IRB: 937-904-8100 or [afrl.ir.protocolmanagement@us.af.mil](mailto:afrl.ir.protocolmanagement@us.af.mil).

## Embedded Provider Brief Background Questionnaire

*First, we'd like to get some basic demographic data from you. (These questions will be asked verbally by the interviewer.)*

1. What is your gender? \_\_\_\_\_
2. How old are you? \_\_\_\_\_
3. How long have you worked for the Air Force? \_\_\_\_\_
4. How long have you been assigned to your current unit? \_\_\_\_\_
5. How long have you provided care, including both in and outside of the military?  
\_\_\_\_\_
6. Please estimate the percentage of your time that you spend doing the following:  
    % Administrative work: \_\_\_\_\_  
    % Embedded patient care: \_\_\_\_\_  
    % Other (specify): \_\_\_\_\_
7. What is your title/position at your facility?  
 Psychologist  
 Social Worker  
 Mental Health Technician  
 Dietician  
 Military Family Life Counselor  
 Chaplain  
 Chaplain Assistant  
 Other (specify) \_\_\_\_\_
8. What setting(s) do you work in? (check all that apply)  
 Integrated Operation Support  
 Mental Health Clinic  
 Other (specify) \_\_\_\_\_
9. What branch of Integrated Operational Support do you operate within? (e.g., POTFF, OST, etc.) \_\_\_\_\_

## Embedded Provider Semi-Structured Interview Guide

*Thank you for taking the time to speak with me. Before we start, I want to quickly remind you that your participation in this interview is completely voluntary, you can skip any question or stop at any time with absolutely no consequence. The interview will be audio-recorded so that we can accurately capture everything you have to say.*

*Do I have your permission to record our interview?*

*If yes – start audio-recorder. If no, take field notes.*

*First I have a few questions about your team and the airmen that you serve so I can better understand this environment.*

1. Please tell me about the healthcare team(s) (MHC and/or embedded) that you are a part of at (name of AFB).
  - a. What types of providers comprise the team (please do not use actual names)?
  - b. Areas of specialization?
  - c. What is your role/contribution on the team(s)?
2. Please tell me about the airmen that you serve.
  - a. Approximately what percentage of airmen in this unit seek care from embedded providers?
  - b. What are the top-presenting concerns?
  - c. Have airmen mentioned concerns that they or fellow airmen have about seeking care? What are those concerns?
3. Please describe your schedule in meeting with airmen during a typical week.
  - a. Do you have regular times scheduled to see airmen, or do you see airmen on an as-needed/requested basis?
  - b. How frequently do you engage in casual check-ins with airmen, not necessarily a formal appointment?
  - c. Do you coordinate with other MHC/embedded team members to meet with airmen? How so?
  - d. Are there more airmen that can/need to be seen than times available? If yes, what happens to these airmen? Are the airmen put on a wait list to be seen or referred elsewhere?

*I appreciate your taking the time to provide me with that context. It will be very helpful as we move into the next portion of the interview which is really what we are most interested in for this study – how embedded care services were first set up and how they are provided on an ongoing basis.*

4. What has been the process for developing and setting up embedded care at your AFB?
  - a. How did it get started?
  - b. How was leadership involved in the process?

- c. Did you and your team members receive specific training related to providing embedded care? Who provided the training?
5. Please describe how the current embedded care compares to what was at your unit previously.
  - a. How has the change affected wait times, trust in services, stigma, etc.?
6. What types of challenges has/does your team encounter(ed) in setting up embedded care for these airmen?
  - a. Please tell me about any roadblocks involving paperwork, leadership, etc.
7. Once up and running, what types of challenges has/does your team encounter(ed) in providing embedded care for these airmen?
  - a. Please tell me about any roadblocks involving paperwork, scheduling issues, etc.
8. How do you/have you resolved the problems identified with setting up and providing services?
  - a. What “workarounds” or “best practices” have you implemented (for the specific problems or challenges that were articulated)?
  - b. How did you come to those workarounds or best practices?
9. Based on your experience to date, what resources, tools, or supports have helped enhance/facilitate the provision of embedded care at your AFB?
10. What other resources, tools, or supports could be developed to assist with providing embedded care?

*Thank you for walking me through those details. You have provided valuable information for understanding how embedded care is provided in your unit. Now I have a few remaining questions in light of COVID-19.*

11. Please describe how embedded care has changed, if at all, since the pandemic began.
12. What types of challenges has your team encountered in providing embedded care during the pandemic?
13. How have you resolved the problems identified with providing embedded care during the pandemic?
14. Is there anything that we didn't cover today that you would like to add?
15. Do you have any questions for me?