

Form Approved

OMB No. 0920-New

Expiration Date: XX/XX/XXXX

Red Carpet Entry (RCE) Program Implementation Project

Attachment # 3c

Staff Survey - Implementation Phase Strategies Assessment

[Months 2, 4, 6]

Public reporting burden of this collection of information is estimated to average 15 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. 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: OMB-PRA (0920-New)

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Red Carpet Entry

Instrument: Staff Survey – Implementation Phase Strategies Assessment

Data Collection Details:

- Participant(s): Key RCE implementation staff, including the clinic champion, RCE concierge, internal CTR counselor, and external CTR counselor
- Frequency of Data Collection: Months 2, 4, and 6 of implementation phase
- Participant Time Required: 15 minutes

Thank you for taking this online survey. Please note that when completing this survey, 'RCE project staff implementing RCE' refers to staff involved in the project whether they are involved day to day (such as CTR counselors, the RCE concierge, or the data manager) or periodically (such as the clinic champion). Additionally, when asked about 'clinic staff', please consider all those employed by the clinic such as health care providers and administrative support staff.

1. Select your clinic:

- Rutgers Infectious Disease Clinic
 Florida Department of Health in Hillsborough County

2. What is your role on the Red Carpet Entry project? (select all that apply)

- Clinic Champion
 RCE Concierge
 Internal CTR Counselor
 External CTR Counselor
 Other: _____

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Section 1: Implementation Strategies

Please indicate whether your organization used the activities listed below to implement RCE during the past month, including to:

[RCE Concierge and Clinic Champion]

- facilitate referrals to the RCE Concierge
- facilitate use of the RCE password
- implement the RCE Visit
- implement RCE Outreach and Reengagement

[Internal and External CTR Counselors]

- facilitate referrals to the RCE Concierge
- facilitate use of the RCE password
- implement RCE Outreach and Reengagement

For each activity listed below, indicate whether the activity was used in your organization during implementation of RCE in the last month.

3. In the last month, did your organization use any of the following infrastructure strategies during implementation of RCE?

	Used 1	Not used 2	Unsure 99
a. Change the physical layout of or equipment included in a space (e.g., rearranging furniture in a room to accommodate the RCE Concierge's orientation sessions with clients)	1	2	99
b. Change record systems to better implement or assess outcomes related to RCE (e.g., create a new visit type in your EHR to track RCE visits)	1	2	99
c. Share data with other organizations or departments within your organization (e.g., to facilitate referrals to the RCE concierge)	1	2	99
d. Have leadership declare that RCE is a priority and that they are determined to have it implemented	1	2	99
e. Identify community resources that your organization can connect clients to, such as health departments, non-profit organizations, resources related to addressing social determinants of health, and organizations focused on self-management techniques and support	1	2	99
f. Other (specify: _____)	1	2	99

4. In the last month, did your organization use any of the following financial strategies during implementation of RCE?

	Used 1	Not used 2	Unsure 99
a. Access new funding sources to facilitate implementation of RCE (e.g., funds to cover uninsured clients)	1	2	99
b. Make it easier to bill for the RCE visit (e.g., creating new billing	1	2	99

codes for RCE)			
c. Other (specify: _____)	1	2	99

5. In the last month, did your organization use any of the following technical assistance and supervision strategies during implementation of RCE?

	Used 1	Not used 2	Unsure 99
a. Supervise staff involved in implementing RCE (e.g., RCE Concierge, staff conducting wraparound referrals, front desk staff receiving clients with the RCE password) to ensure that RCE is being implemented as intended	1	2	99
b. Other (specify: _____)	1	2	99

6. In the last month, did your organization use any of the following staff support strategies during implementation of RCE?

	Used 1	Not used 2	Unsure 99
a. Share weekly reports, report cards, and other data regarding RCE implementation with staff to garner buy-in, including staff who are not directly involved in the implementation of RCE, to increase its acceptability	1	2	99
b. Revise roles of existing staff to implement RCE (e.g., training existing staff to conduct screenings and make referrals to wraparound services)	1	2	99
c. Other (specify: _____)	1	2	99

7. In the last month, did your organization use any of the following training and education strategies during implementation of RCE?

	Used 1	Not used 2	Unsure 99
a. Have trained RCE implementation staff (e.g., RCE Concierge, clinic champion, or CTR counselors) train other organization staff to implement RCE	1	2	99
b. Hold meetings with stakeholder groups (e.g., providers, administrators, organizational stakeholders, or patients/consumers) to educate them about RCE	1	2	99
c. Share educational materials (e.g., the orientation video or quick guide) with other staff members	1	2	99
d. Train staff to implement RCE by having them shadow a previously trained staff member (e.g., train backup RCE Concierges by having them shadow the main RCE Concierge)	1	2	99
e. Other (specify: _____)	1	2	99

8. In the last month, did your organization use any of the following evaluative strategies to prepare during implementation of RCE?

	Used 1	Not used 2	Unsure 99
a. Use feedback from RCE Clients to improve RCE implementation	1	2	99
b. Complete the readiness assessment and/or identify barriers and facilitators to RCE implementation at your organization	1	2	99
c. Collect information from clients and/or staff for the purpose of quality assurance and improvement (e.g., timing the length of the RCE visit, obtaining informal feedback on the client's experience)	1	2	99
d. Review data and reports (e.g., the weekly report or RCE Report Card) and adjust procedures to continuously improve RCE implementation	1	2	99
e. Assess your organization's current process for linkage to care and/or identify your organization's target population for RCE	1	2	99
f. Other (specify: _____)	1	2	99

9. In the last month, did your organization use any of the following RCE client engagement strategies during implementation of RCE?

	Used 1	Not used 2	Unsure 99
a. Obtain feedback from RCE Clients and/or their informal caregivers	1	2	99
b. Use mass media (e.g., social media or advertisements) to market RCE	1	2	99
c. Other (specify: _____)	1	2	99

10. In the last month, did your organization use any of the following stakeholder engagement strategies during implementation of RCE?

	Used 1	Not used 2	Unsure 99
a. Share challenges and lessons learned with other sites implementing RCE	1	2	99
b. Include organization staff and other stakeholders in discussions about whether delayed linkage to care is a problem among your client population and whether RCE is an appropriate intervention to address this problem	1	2	99
c. Obtain written commitments from key partners that state what they will do to implement the innovation	1	2	99
d. Recruit new staff to champion RCE implementation or oversee day-to-day management of RCE	1	2	99
e. Distribute a list of terms describing RCE, its implementation, and key stakeholders (e.g., a document describing the RCE Concierge role or warm handoffs)	1	2	99
f. Engage opinion leaders in your organization to support RCE to influence perceptions of RCE among staff and garner buy-in	1	2	99
g. Engage administrative leadership, clinic leadership, or other existing governing structures in the implementation of RCE (e.g., providing updates on the progress of implementation)	1	2	99
h. Conduct walkthrough simulation exercises to model how RCE will be implemented	1	2	99
i. Establish regular meetings with implementation staff to reflect on the implementation effort, share lessons learned, and support one another's learning	1	2	99
j. Use working relationships with other staff within and outside your organization to problem solve issues related to integrating RCE into clinic workflow and promote information sharing and a shared vision/goal for implementation of RCE	1	2	99
k. Seek guidance from within or outside of your organization on implementation of RCE	1	2	99
l. Identify and prepare individuals who will support, market, and drive through the implementation of RCE to overcoming indifference or resistance at your organization	1	2	99
m. Other (specify: _____)	1	2	99

11. In the last month, did your organization use any of the following strategies to adjust and tailor RCE for your organization's context and integrate RCE into your organization workflow during implementation of RCE?

	Used 1	Not used 2	Unsure 99
a. Involve or consult with data experts at your organization on how to use data generated from RCE implementation	1	2	99
b. Identify how RCE can be adapted to meet your organization's needs	1	2	99
c. Choose strategies that address barriers and facilitators identified using the readiness assessment, through technical assistance, or through other methods	1	2	99
d. Observe current work processes, identify changes in work processes necessary to accommodate RCE, and plan and incentivize these changes	1	2	99
e. Other (specify: _____)	1	2	99

Section 2: Acceptability, Appropriateness, and Feasibility of Intervention

These questions ask about your perceptions of Red Carpet Entry.

1. [Validated Acceptability, appropriateness and feasibility measures from Weiner et al. (2017)]
Please indicate how much you agree or disagree with the following statements. As you answer these questions, think about the implementation of RCE within your clinic.

	Completely disagree 1	Disagree 2	Neither Agree nor Disagree 3	Agree 4	Completely agree 5	Don't know 99
<i>[Acceptability of Intervention Measure]</i>						
a. Red Carpet Entry meets my approval.	1	2	3	4	5	99
b. Red Carpet Entry is appealing to me.	1	2	3	4	5	99
c. I like Red Carpet Entry.	1	2	3	4	5	99
d. I welcome Red Carpet Entry.	1	2	3	4	5	99
<i>[Intervention Appropriateness Measure]</i>						
e. Red Carpet Entry seems fitting.	1	2	3	4	5	99
f. Red Carpet Entry seems suitable.	1	2	3	4	5	99
g. Red Carpet Entry seems applicable.	1	2	3	4	5	99
h. Red Carpet Entry seems like a good match.	1	2	3	4	5	99
<i>[Feasibility of Intervention Measure]</i>						
i. Red Carpet Entry seems implementable.	1	2	3	4	5	99
j. Red Carpet Entry seems possible.	1	2	3	4	5	99
k. Red Carpet Entry seems doable.	1	2	3	4	5	99
l. Red Carpet Entry seems easy to use.	1	2	3	4	5	99

Section 3: Implementation Climate and Implementation Readiness

[RCE Concierge, Clinic Champion, and Internal CTR Counselor Only]

These questions are asking about your clinic's organizational climate and readiness for implementing Red Carpet Entry. When answering these questions, please think about your overall impressions related to implementing Red Carpet Entry.

12. [Implementation Climate measure from Jacobs et al. (2014)] During the past month, RCE implementation staff...

	Strongly Disagree 1	Disagree 2	Neither Agree nor Disagree 3	Agree 4	Strongly Agree 5	Don't know 99
a. ...were expected to enroll a certain number of patients in RCE.	1	2	3	4	5	99
b. ...were expected to help the clinic meet its goals for implementing RCE.	1	2	3	4	5	99
c. ... got the support they need to identify potentially eligible patients for RCE.	1	2	3	4	5	99
d. ...got the support from clinic management they need to use RCE with eligible patients.	1	2	3	4	5	99
e. ...received recognition for helping eligible patients use RCE.	1	2	3	4	5	99
f. ...received appreciation for using RCE with eligible patients.	1	2	3	4	5	99
g. ...had tension with other staff due to implementing RCE.	1	2	3	4	5	99

13. [Organizational Readiness for Implementing Change measure (Shea et al., 2014)] During the past month, RCE implementation staff...

	Strongly Disagree 1	Disagree 2	Neither Agree nor Disagree 3	Agree 4	Strongly Agree 5	Don't know 99
a. ... wanted to implement RCE.	1	2	3	4	5	99
b. ... were committed to implementing RCE.	1	2	3	4	5	99
c. ... understood the benefits to patients for implementing RCE.	1	2	3	4	5	99
d. ...were motivated to implement RCE.	1	2	3	4	5	99
e. ... would do whatever it takes to implement RCE.	1	2	3	4	5	99
f. ... felt confident that they could keep track of progress in implementing RCE.	1	2	3	4	5	99
g. ... felt confident that the clinic management could keep staff invested in implementing RCE.	1	2	3	4	5	99
h. ... felt confident that they could coordinate tasks so that implementation goes smoothly.	1	2	3	4	5	99

i.	... felt confident that the organization could support staff as they adjust to implementing RCE.	1	2	3	4	5	99
j.	...felt confident that they could keep implementing RCE according to protocol.	1	2	3	4	5	99
k.	...felt confident that they could handle the challenges that might arise in implementing RCE.	1	2	3	4	5	99
l.	...felt confident that they could manage implementing RCE in a busy clinic environment with multiple competing demands.	1	2	3	4	5	99

Section 4: Participant Background

[Only for new staff who join the project throughout the implementation period]

14. What is your age? _____

15. What sex was originally listed on your birth certificate?

- Male
 Female
 Decline to answer

16. Do you think of yourself as:

- Male
 Female
 Transgender man/trans man/female-to-male (FTM)
 Transgender woman/trans woman/male-to-female (MTF)
 Genderqueer/gender nonconforming neither exclusively male nor female
 Additional gender category (or other); please specify: _____
 Decline to answer

17. Ethnicity:

- Hispanic or Latino
 Not Hispanic or Latino

18. Race (select all that apply):

- American Indian or Alaska Native
 Asian
 Black or African American
 Native Hawaiian or Other Pacific Islander
 White

19. What is your highest degree?

- High School or equivalent
- Associate's degree
- Bachelor's degree
- Master's degree
- Doctoral degree or equivalent

20. What is your role within your clinic? (select all that apply)

- Clinic Director
- Pharmacist/Pharmacy staff
- Case manager
- Social Worker
- Peer/Peer-volunteer
- Physician
- Nurse
- Nurse practitioner
- Physician Assistant
- Psychologist (PhD)
- Master's level counselor (eg., MSW, MA Psychologist)
- Substance abuse counselor
- Volunteer (non-peer)
- Front desk staff
- Other: _____

21. How long have you worked in your current profession?

Years: _____

Months: _____

22. How long have you worked at your current organization?

Years: _____

Months: _____