

Form Approved

OMB No. 0920-New

Expiration Date: XX/XX/XXXX

## Red Carpet Entry (RCE) Program Implementation Project

### **Attachment # 3f**

#### **Staff Interview Guide - Implementation Phase [Months 2, 4, 6]**

Public reporting burden of this collection of information 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. 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 Program

### Instrument: Implementation Staff Interview Guide – Implementation Phase

#### Data Collection Details:

- Participant: Key RCE implementation staff, including the clinic champion, RCE concierge, internal CTR counselor, and external CTR counselor
- Frequency of Data Collection: Months 1, 3, and 5 of implementation phase
- Participant Time Required: 30 minutes

*First, I would like to say thank you for taking the time to speak with us today. I'm \_\_\_\_\_, and I'll be leading the discussion today. In addition, with me is \_\_\_\_\_, who will be timekeeping as well as taking notes throughout the interview process. The purpose of today's interview is to get your feedback on the implementation of Red Carpet Entry in your organization during the past month. This should take no longer than 30 minutes. We will be recording the discussion to help with analysis of feedback across all the organizations implementing Red Carpet Entry. Your names will not be linked to your answers. If at any point you'd rather not answer any questions it is OK to let me know you'd rather skip that question.*

### **Section 1. Implementation Strategies [20 minutes]**

I would first like to talk about the strategies, or activities, that you have used over the past month to implement Red Carpet Entry.

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**NOTE:** Ask Q1 and Q2 if participant selected at least one strategy in survey.

1. Let's start by talking about the strategies that you selected in the survey that you previously reported using.

**[REPEAT FOR EACH STRATEGY CONTINUING TO BE SELECTED]** In the survey, you said that your organization used **[STRATEGY]** in the past two months. What, if anything, has changed about how and/or why you are using this strategy?

Probe with:

- [If something has changed] Why did this change?
- When and/or how frequently was **[STRATEGY]** used in the last two months?

2. Now let's start by talking about the strategies that you said you are no longer using.

**[REPEAT FOR EACH STRATEGY NO LONGER SELECTED]** In the survey, you no longer said that your organization used **[STRATEGY]**. Please tell me a little more about why you are no longer using this strategy to support implementation of RCE.

3. Now let's talk about the new strategies that you selected in the survey that you had not selected before.

**[REPEAT FOR EACH NEW STRATEGY SELECTED]** In the survey, you said that your organization used **[STRATEGY]** in the past two months. Please tell me a little more about how and why this strategy was used to support implementation of RCE.

Probe with:

- How did this strategy help implement RCE?
- What specific steps or actions were taken to use **[STRATEGY]**?
- When and/or how frequently was **[STRATEGY]** used?
- Who carried out **[STRATEGY]**?
- Who was the target of **[STRATEGY]**? For example, was the strategy used to engage clinic leadership, front-desk staff, or clinicians?
- What barriers did **[STRATEGY]** address? How did **[STRATEGY]** address those barriers?

4. What other strategies or activities did your organization use in the past two months to implement RCE? *Example if needed: These could include activities to garner buy-in from leadership or clinic staff, train staff on RCE implementation, or make changes to your workflow to accommodate RCE.*

For each strategy mentioned, probe with:

- What was this strategy intended to accomplish?
- How did this strategy help to implement RCE?
- What specific steps or actions were taken to use **[STRATEGY]**?

- When [and/or] how frequently was [STRATEGY] used?
- Who carried out [STRATEGY]?
- Who was the target of [STRATEGY]? For example, was the strategy used to engage clinic leadership, front-desk staff, or clinicians?
- What barriers did [STRATEGY] address? How did [STRATEGY] address those barriers?

**NOTE:** Ask Q5 if participant did not select any strategies in survey.

5. What strategies or activities did your organization used in the past two months to implement RCE?  
*Example if needed: These could include activities to garner buy-in from leadership or clinic staff, train staff on RCE implementation, or make changes to your workflow to accommodate RCE.*

*For each strategy mentioned, probe with:*

- How did this strategy help implement RCE?
- What specific steps or actions were taken to use [STRATEGY]?
- When [and/or] how frequently was [STRATEGY] used?
- Who carried out [STRATEGY]?
- Who was the target of [STRATEGY]? For example, was the strategy used to engage clinic leadership, front-desk staff, or clinicians? Why?
- What barriers did [STRATEGY] address? How did [STRATEGY] address those barriers?

6. What other barriers to RCE implementation has your organization experienced in the last two months?

*Probe with:*

- What are some specific examples of barriers?
- Why were these barriers? What did they prevent you from doing?
- What are some specific examples of what you have done to address those barriers?

7. What factors have facilitated implementation of RCE at your organization?

*Probe with:*

- What are some specific examples?
- Why were these facilitators? What did they help you achieve?

8. What new policies or change existing policies has your organization adopted to implement RCE?

*Probe with:*

- [If unsure] These could be policies related for example, to appointment scheduling, the referral network or the RCE password.
- [If yes] Which new polices were adopted? Which existing partnerships were changed and how?
- Did any of the strategies that we discussed help these new policies become adopted or help change existing policies? If so, how?

## **Section 2. Implementation Outcomes [10 minutes]**

9. What have been some of the positive impacts of implementing Red Carpet Entry?

*Probe with:*

- For example, what have been the impacts on:
  - o Clients
  - o You or other staff
  - o Your organization (e.g., organizational efficiency, workflow, etc.)
- To what extent do you feel that Red Carpet Entry may be helping clients? What makes you say that?

10. What have been some of the negative impacts of implementing Red Carpet Entry?

*Probe with:*

- For example, what have been the impacts on:
  - o Clients
  - o You or other staff
  - o Your organization (e.g., organizational efficiency, workflow, etc.)
- To what extent do you feel that Red Carpet Entry Check may be harming clients? What makes you say that?

11. What are others at your organization saying about Red Carpet Entry?

*Probe with:*

- What have you observed?
- What feedback have you received?

**12.** What are clients saying about Red Carpet Entry?

*Probe with:*

- What have you observed?
- What feedback have you received?

[Q13 to Q17 for [RCE Concierge](#) and [Clinic Champion](#) ONLY.]

13. To what extent would it be helpful for all staff to be trained in implementing RCE?

*Probe with:*

- Why do you say that?

14. [MONTH 6] How likely is it that your clinic will continue to implement RCE after the project ends?

*Probe with:*

- What makes you say that?
- What factors make it likely or not likely that your clinic will continue to implement RCE?
  - o Probe: Funding, administrative support, staff support, clinic workflow, patient need

15. [MONTH 6] To what extent do you think that other clinics like yours would want to implement Red Carpet Entry?

*Probe with:*

- What makes you say that?
- What types of clinics do you think would benefit most from RCE?

16. [MONTH 6] What do you think makes RCE appealing to clinics like yours? Not appealing?

*Probe with:*

- Is there anything that can be done to increase its appeal?

17. [MONTH 6] If other clinics were to implement RCE, what types of resources would they need to maintain this type of program?

### **Exit Questions [ 1 Minute]**

What else you would like to share with us that we have not yet talked about?