

Form Approved

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Red Carpet Entry (RCE) Program Implementation Project

Attachment # 3d

Staff Interview Guide - Preparation Phase

Public reporting burden of this collection of information is estimated to average 1 hour 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)

Red Carpet Entry Program

Instrument: Implementation Staff Interview Guide – Preparation 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: Once during pre-implementation phase
- Participant Time Required: 1 hour

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 your organization's preparation to implement Red Carpet Entry in the past three months. This should take no longer than one hour. 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 [25 minutes]

I would first like to talk about the strategies, or activities, that you have used over the past three months to prepare your organization to implement Red Carpet Entry.

[IF PARTICIPANT SELECTED AT LEAST ONE STRATEGY IN SURVEY]

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

[REPEAT FOR EACH STRATEGY] In the survey, you said that your organization used [STRATEGY] in the past month in preparation of implementing RCE. Please tell me a little more about how and why this strategy was used to prepare your organization to implement RCE.

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Probe with:

- How did this strategy help prepare your organization 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? Why?
- What barriers did [STRATEGY] address? How did [STRATEGY] address those barriers?

2. What other strategies or activities did your organization used in the past three months to prepare your organization 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 prepare your organization 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 Q3 if participant did not select any strategies in survey.

3. What strategies or activities did your organization used in the past three months to prepare your organization 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 prepare your organization 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?

4. What barriers have you/ your organization experienced in preparing to implement RCE?

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?

5. What factors facilitated you/your organization's preparation to implement RCE?

Probe with:

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

6. What new policies or change existing policies has your organization adopted to prepare 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]

7. Based on what you have learned so far, what are your initial reactions to Red Carpet Entry?

Probe:

- Tell me a little about how you see RCE fitting into your organization's daily activities.
 - o What makes you say this?
 - o *If topic not brought up, probe on survey items from section 2 rated as agree or completely agree. Tell me more about why you said [insert summary of survey response].*
- Tell me a little about how you see RCE not fitting into your organization's daily activities.
 - o What makes you say this?
 - o *If topic not brought up, probe on survey items from section 2 rated as neutral, disagree, or completely disagree. Tell me more about why you said [insert summary of survey response].*
 - o What could be changed about RCE to make this better?
- How might RCE impact your clients?

Section 3. Implementation Climate and Implementation Readiness [20 minutes]

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

Let's move on and talk about your clinic's organizational climate and readiness to implement Red Carpet Entry.

[RCE Concierge and Internal CTR Counselor] First I want to talk a little about your clinic's leadership involvement in RCE, then move on to discuss your organization's environment and climate more broadly as it relates to implementing RCE.

[Clinic Champion] First I want to talk a little about your clinic's leadership involvement in RCE, then move on to your leadership in implementing RCE then finally discuss the clinic environment and climate more broadly as it relates to implementing RCE.

Leadership Engagement

8. Over the last three months, how involved has [organization's] leadership been during the preparation for Red Carpet Entry? By leadership, I mean people such as the medical director or department leads.

Probe with:

- To what extent was leadership engaged with planning or supporting Red Carpet Entry?
- How did leadership show support for Red Carpet Entry?
- How might leadership increase their show of support for Red Carpet Entry?
 - *If topic not brought up, probe on survey items from section 3 question 12, items e-g rated as neutral, disagree, strongly disagree. Tell me more about why you said [insert summary of survey response]. What might be done to improve that?*

9. *[Clinic Champion Only]* Over the last three months, what have you done to support your clinic's preparation to implement RCE?

10. *[Clinic Champion Only]* How have you engaged with clinic leadership, such as the medical director, department leads or others, to make sure your clinic was preparing for RCE as intended?

Probe with:

- Why specifically did you need to consult with them?
- What was the outcome?

Expectations for RCE Staff

11. Who at your organization has communicated with staff about how the organization should prepare for Red Carpet Entry? How did they communicate these expectations?

Probe with:

- How were these expectations communicated? (e.g. emails, in-person conversations)
- To what extent was the communication clear?
- How did staff react to what was communicated and how it was communicated?
- *If topic not brought up, probe on survey items from section 3 question 11, items a&b rated as neutral, disagree, strongly disagree. Tell me more about why you said [insert summary of survey response]. What might be done to improve that?*

Support for RCE Staff

12. How were project staff supported while the clinic was preparing to implement RCE? (e.g. kept in the loop about clinic issues)

Probe with:

- Can you provide specific examples of how this takes place?
- How might they be better supported?

o If topic not brought up, probe on survey items from section 3 question 11, items c&d rated as neutral, disagree, strongly disagree. Tell me more about why you said [insert summary of survey response]. What might be done to improve that?

o If topic not brought up, probe on survey items from section 3 question 12 rated as neutral, disagree, strongly disagree. Tell me more about why you said [insert summary of survey response]. What might be done to improve that?

Section 4. Exit Questions [1 minute]

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