

Form Approved

OMB No. 0920-New

Expiration Date: XX/XX/XXXX

Red Carpet Entry (RCE) Program Implementation Project

Attachment # 3g

Clinic Leadership Interview Guide

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)

Red Carpet Entry Program

Instrument: Clinic Leadership Interview Guide

Data Collection Details:

- Participant: Clinic Leadership
- Frequency of Data Collection: Pre-implementation, Month 6 of implementation
- 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 perspective on the [preparation for implementation/implementation] of Red Carpet Entry in your organization. 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. Leadership Engagement

1. How involved has [INSERT ORGANIZATION NAME]'s leadership been during the [preparation for/implementation of] 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 does leadership show support for the implementation of Red Carpet Entry?
- How might leadership increase their show of support for Red Carpet Entry?

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2. How involved have you been in the [preparation for/implementation of] Red Carpet Entry?
Probe with:
 - In what ways have you been involved?
 - What have been some of the outcomes of your involvement?
 - [If not very involved] What benefits might increasing your involvement have for Red Carpet Entry? [If positive impact mentioned] How might you go about increasing your involvement?

Section 2. Expectations for RCE Staff

3. Describe the expectations that have been set for staff within your clinic for the implementation of Red Carpet Entry.
4. How have these expectations been communicated to staff?
Probe with:
 - By whom?
 - To what extent are these communications clear and understandable?

Section 3. Support for RCE Staff

5. How are project staff supported to make sure RCE [will be/is] implemented as it needs to be?
Probe with:
 - What are some specific examples of how this takes place?
 - [If needed] For example, staff may be kept informed about clinic issues, recognized publicly for their efforts, or given the resources, including time, that they need to implement Red Carpet Entry.
6. How engaged have clinic staff been in the implementation of Red Carpet Entry?
Probe with:
 - From your perspective, how are staff feeling about the implementation of Red Carpet Entry?
 - To what extent are staff members excited about the implementation of Red Carpet Entry?
 - To what extent have staff members been hesitant or resistant to implementing Red Carpet Entry?

Section 4. Implementation Strategies

7. What policies have your organization created or changed to [prepare for implementation/ implement] Red Carpet Entry? [If uncertain about what constitutes policy changes] For example, these policies could include changes to standard operating procedures, funding, or partnerships.

Probe for each policy:
 - Why was this policy created or changed?
 - Whose approval was required to create or change the policy?
 - Who first proposed the creation of or change to this policy?

- When was this policy created or changed?
- From your perspective, did this policy achieve its purpose?
- What, if anything, would you change about this policy or do differently when enacting this policy?

8. What barriers to [preparing for/implementing] Red Carpet Entry has your clinic experienced?

Section 5. Sustainability [Month 6 ONLY]

9. How can, or how has, Red Carpet Entry benefited your agency?

10. How likely is it that your clinic will continue to use the Red Carpet Entry model to link patients to care? Why?

Probe:

- What aspects of Red Carpet Entry that you think your clinic will continue to use, even if it is not implemented in its entirety? For example, warm handoffs or scheduling appointments within 72 hours.
- What kind of data or information would your clinic need to decide whether your clinic should continue implementing Red Carpet Entry?

Section 6. Exit Questions

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