

Sample, Draft Moderator's Guide
HRSA OPTN User Research

Introduction

Thank you for joining. My name is _____, and I'll be moderating our discussion today. I really appreciate the time that each of you is taking to attend this group, and I look forward to hearing from you.

Before we begin, I am required by law to report the OMB Control Number for this public information request. The OMB control number is 0915-0379, with an expiration date of August 31, 2023.

Now, I would like to go over the ground rules for our discussion today:

- First, did everyone understand the informed consent form? Do you have any questions about this form? [Answer all questions, and then proceed]
- The purpose of our discussion is to hear your opinions. I want to hear everything you have to say, both positive and negative. There are no wrong answers. It is as important for me to know if there is something you don't understand or like, as it is for me to hear about what you do know and like.
- Everyone's participation today is important. Part of my job as a moderator is to make sure we get a chance to hear from everyone. So, at times, I may call on you, or ask you to shorten your remarks, so everyone has a chance to speak.
- I have a set of questions that I need to get through. There may be times when I move us on to another topic, so that we end on time.
- This is an open discussion, so you don't need to wait for me to call on you to speak. Please feel free to respond directly to other people's thoughts and ideas. However, only one person should speak at a time, and please address your comments to the entire group.
- As a reminder, this discussion is being recorded. That will help to make sure that I accurately reflect what everyone says here today when I write my report. However, nothing that you say will be attributed to you by name. I also want to remind you that other people are observing this discussion.
- Does anyone have any questions about these ground rules before we get started?

Great. We really appreciate your input.

Explanation and Warm-Up (10 minutes)

The main purpose of this group is to discuss your experience with the Organ Procurement and Transplantation Network. I'm interested in your opinions, to help inform the direction and priorities of HRSA's OPTN Modernization efforts.

During the course of this conversation, we will occasionally stop you to clarify steps of the activities you describe, or pain points that you describe that we want to capture in depth.

Sample questions:

Describe the end-to-end activities within your role that you take when interacting with the OPTN, including the use of technology that support its function such as UNet.

What are your main sources of frustration engaging with the OPTN to accomplish your tasks related to organ transplantation?

In what ways does the OPTN make it easier to accomplish your tasks related to organ transplantation?

What other systems or resources do you use to accomplish your tasks related to organ transplantation, and what do you like / dislike about them?

In the next couple of years, if you could wave a magic wand and change one thing about how the OPTN functions, what would you change? Please describe.

Closing Comments

This has been a great discussion. Do you have any other thoughts, comments, or questions on this topic?

Thank you so much. I am working for a government agency called the Health Resources and Services Administration. This agency encourages is modernizing the Organ Procurement and Transplantation Network and we will use this feedback to improve the direction and priorities of that work. For more information, please visit <https://www.hrsa.gov/organ-procurement-transplantation-modernization>.

I am required to read the following statement:

The purpose of this collection is to obtain feedback from customers and potential customers related to the HRSA Division of Transplantation's (DoT) outreach materials on organ donation and transplantation for minority audiences. The results of this collection will enable HRSA DoT to appropriately address the unique information needs of minorities in its communication materials and outreach efforts. 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. The OMB control number for this information collection is 0915-0379, and it is valid until August 31, 2023.

This information collection is voluntary. All information obtained will be used by HRSA DoT, and will not be shared with the public. Public reporting burden for this collection of information is estimated to average 1.75 hours per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of

information, including suggestions for reducing this burden, to HRSA Reports Clearance Officer, 5600 Fishers Lane, Room 14N136B, Rockville, Maryland, 20857 or paperwork@hrsa.gov.

This completes our discussion.

Thank you again for your help with this important project!