

## **Attachment T - Provider Interview Protocol**

## Provider Interview Protocol

Form Approved  
OMB No. 0935 -XXXX  
Exp. Date XX/XX/20XX

### Introduction

Thank you for agreeing to participate in today's interview. Your participation is very important to us. I'm [name] and I'm joined by our notetaker, [name]; we work at the RAND Corporation, a non-profit organization that does health care research. We are partnering with [institution] to learn more about the ways that providers communicate with patients.

This survey is authorized under 42 U.S.C. 299a. Your answers are voluntary, and the interview is expected to take about 45 minutes to complete. It has been approved for use under OMB Number 0935-XXXX. We could not conduct this survey without that authorization. We will protect your privacy to the extent allowed by law. [IF RESPONDENT ASKS ABOUT PRA, READ PRA STATEMENT].

Before we begin, I want to give some information about the interview.

- The interview will take 45 minutes or less.
- Your participation in this interview is completely voluntary.
- You can stop the interview at any time.
- If there is a question you don't want to answer, just tell me and we'll move on to the next one.
- We will not link anything you say here to your name or other identifiable information.
- I am going to audio record our conversation to help me remember what you say and with our notetaking. I'll destroy the recording once we finalize our notes.
- Finally, as a token of our thanks, we will send you [compensation].

Do you have any questions about this project or interview?

Do you agree to take part in this interview?

Do you agree to record the interview? IF YES: Ok great. Let me go ahead and start our recording.

This survey is authorized under 42 U.S.C. 299a. This information collection is voluntary and the confidentiality of your responses to this survey is protected by Sections 944(c) and 308(d) of the Public Health Service Act [42 U.S.C. 299c-3(c) and 42 U.S.C. 242m(d)]. Information that could identify you will not be disclosed unless you have consented to that disclosure. Public reporting burden for this collection of information is estimated to average 45 minutes per response, the estimated time required to complete the survey. 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 data you provide will help AHRQ's mission to produce evidence to make health care safer, higher quality, more accessible, equitable, and affordable. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: AHRQ Reports Clearance Officer Attention: PRA, Paperwork Reduction Project (0935-xxxx) AHRQ, 5600 Fishers Lane, Room #07W42, Rockville, MD 20857, or by email to the AHRQ MEPS Project Director at [MEPSPROJECTDIRECTOR@ahrq.hhs.gov](mailto:MEPSPROJECTDIRECTOR@ahrq.hhs.gov).

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## Clinician Interview Questions

1. One of the goals of this new approach is to allow patients to speak for a full minute before interrupting or asking questions. Can you tell us a little bit about how well this approach has been working for you?
2. What has been challenging about this one-minute rule?
  - a. *Probe for barriers to this approach: lack of time, etc.*
3. For what types of situations has this one-minute rule been easier to use?
  - a. *Probe: Are there instances (e.g., specific types of visits or types of patients) for which it is easier to implement this approach than other?*
4. What positive changes in terms of communication with patients have you seen as a result of using this approach?
  - a. *Probe for increased understanding, improved clarity, improved information sharing*
5. What has been surprising about using this one-minute rule approach?
6. What, if any, negative consequences have you noticed in using this approach?
7. How likely is it that you will continue using this approach moving forward?
  - a. What might you need to change, if anything, to continue using this approach moving forward?