INTERVIEW DISCUSSION GUIDES

Interviews will last approximately 1 hour and will either emulate or take place in the real-world environments in which the tools are used whenever possible. *After initial discussion of site functionality, user needs, and anticipated analyses, i*nterviewers will conduct a contextual inquiry during which participants will perform basic tasks with the AHRQ data tools, taking note of resources, settings, behaviors, pain points, and best practices.

Following each interview, the participant will receive a thank-you email soliciting further information or merely setting expectations for further engagement.

GENERAL QUESTIONS:

Overview

- o   Project & Process Background

    - o   The goal of this project is to gather feedback from key users and stakeholders of AHRQ's data tools and summary data tables in order to determine the potential for improvement and greater harmonization. This process will be user-centered and collaborative, enabling you to elevate your insights, ideas, and concerns for consideration by AHRQ.

    - o   As we attempt to harmonize the many data tools within ARHQ, we'll be using a Human-Centered Design approach, which means that after our initial call with you, we'd like at a later date to seek your feedback on initial concepts based on your and others' feedback.

    - o   We'll only take up approximately 1 hour of your time.

- o   Team Background & *Introductions*

- o   Ask for consent to record the meeting for internal purposes

- o   Ask the participant if they have any clarifying questions before proceeding.

Getting to Know You

- o Participant name, role and history in organization

- o *What are the core activities / goals of your day-to-day work?*

Contextual Questions

- o *Initial discussion of site functionality, user needs, and anticipated analyses*

- o *Please describe 1-2 recent or hypothetical situations in which you needed to use the AHRQ data tools. What duties / problems in your work necessitated their use?*

    - o *What was the initial impetus / problem(s)? How frequently does it occur?*

    - o *In what context does this usually happen?* Are you at any point using a phone or desktop device to complete part of this task?

    - o *What options are available to you to accomplish this task? What sub-tasks do you need to accomplish, in sequence? What is the frequency of each? What is the relative importance of each?*

    - o *What tools or resources do you leverage (e.g., software, other websites) to accomplish this task, in sequence? Are you reliant on other stakeholders at any point? If so, please describe them, their role, and what specific sub-tasks they need to accomplish.*

    - o *What analyses of data are you seeking to accomplish? What's feasible within the tools available to you, and what's not? What would be ideal?*

    - o *How do you record the information you find? What output do you require to successfully accomplish the data analysis portion of the task?*

    - o *What are common mistakes / corrections you make in this process? What are the risks of failure?*

    - o *Let's take a step back and consider best practices. In your mind, what is the best example of a data set or data table that was easy to use and understand, and best aided you in accomplishing a vital task? Please show us.*

Understanding Participant's Use of the AHRQ Data Tool

- How often do you use this specific data tool? Are you looking for the same thing consistently, or a new query every time? How often a day, week, year?

- Concerning the portfolio of data tools offered by ARHQ, do you use this tool exclusively, or in combination with any of the other tools?

- What features do you love? Which features do you dislike? Which features would be ideal?

- Please provide us with a recent example in which you used the AHRQ tool. We'd like to watch as you simulate achieving that prompt/query; we ask that you describe what you're doing as you do it and why. We will be recording this for future, internal reference only.

    - *[Participant will perform basic tasks with the AHRQ data tools, while facilitator takes note of resources, behaviors, pain points, and best practices. The screen will be shared via remote meeting link to another device which will record the activity. Once the activity is complete, the facilitator may play back that video to the participant, asking for clarification of certain tasks.]*

Closing

- We're just about done. Are there any questions we didn't ask that you deem relevant?

- Among your peers, is there anyone we should consider reaching out to who demonstrates either best practices or particular difficulty in the usage of this data tool?

- Thank you very much for your time. You will receive a follow-up email in the event that we have any further questions.