

Appendix D – Post-test Interview Protocol

AHRQ – Building Diagnostic Safety Capacity – Calibration

Form Approved OMB No. xxxx-xxxx Exp. Date xx/xx/20

Post-test Interview Protocol for Quality and Safety Personnel

MedStar Health Research Institute (MHRI) will conduct interviews of 20 clinicians during the pilot testing of the Diagnostic Safety Calibration Resource. The pilot test evaluation interviews will be conducted approximately 4-6 months after distribution of the resource and will include the same individuals who completed the pre-test interviews.

Interviews will be conducted virtually with individual participants. Each interview will last up to 60 minutes and the respondent's participation in the interview is voluntary.

Recruitment Criteria

We will aim to recruit participants in the following manner:

- Clinicians (MD, DO, NP, PA) whose scope of practice includes diagnosis
- Diversity among clinicians (profession, specialty, academic affiliation) and their respective organizations (type, geographic location)

MHRI staff will work with the site coordinators to identify individuals to participate in the interviews.

Interview Goals

The goals of the interviews will be to:

- Obtain feedback on the resource materials
- Obtain feedback on the barriers and facilitators encountered for the resource
- Obtain feedback on satisfaction with the resource
- Obtain feedback on receptivity and enhancements to the resource to improve adoption

Materials

- Copies of the Diagnostic Safety Measurement Resource materials
- Informed consent documents
- Digital recorder

Location

Interviews will take place at the setting at a time convenient to the participants and may be conducted remotely via videoconference.

Informed Consent Procedures

Participants will complete the informed consent process prior to starting the interview.

Participant Stipends

Participants will be offered a \$100 stipend for completing all information collection instruments including two surveys and two 60-minute interviews.

Each interview is expected to take no more than 60 minutes.

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This survey is authorized under 42 U.S.C. 299a. The confidentiality of your response 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 60 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. 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.

- With your permission we will also be audio recording the session. This will help make sure that I don't miss anything that you say and can share with other people who are working on this project.
- Everything you say here will be kept confidential and included as part of our assessment of the feasibility of implementing the Resource and its materials into practice. We will not share your name or attribute any of your words directly to you.
- Do you have any questions before we begin? Ok, great. Let's get started.

FEEDBACK ON EXPERIENCE WITH RESOURCE

1. When you first started using the Diagnostic Safety Calibration Resource on your own, what were your reactions?
 - a. Did the materials seem useful? Were they easy to understand?
 - b. Did you find the materials sufficiently comprehensive to guide you in using the tool?
 - a. IF NO → What was missing? Are there any materials that were more helpful at this than others?
 - c. Can you briefly tell me about how your experiences in using the Resource?
 - d. What challenges did you encounter while using the Resource?
2. In total, about how many cases did you review while using the Resource?
 - a. How did you find these cases and how did you decide to focus on the specific cases that you chose?
 - b. Did you talk about using the Resource with your colleagues or anyone else? What were their reactions?
 - c. How difficult was it to follow the instructions for using the Resource?

- d. Were there any times you had to stop because you were unable to follow the entire review process?
 - a. IF YES → Can you tell me about that?
- 3. What about the format of the Resource and the resource materials? Is there a better way for us to think about presenting the materials?
 - a. What about an electronic version? If you had this on a web site or app for a computer or mobile device would that help?

FEEDBACK ON YIELD OF INFORMATION FOR IMPROVING DIAGNOSTIC SAFETY

- 4. How did using the Resource help you to learn about your diagnostic process?
- 5. Were you surprised by anything that you learned?
- 6. Did you learn anything that led you to change how you approach similar cases in the future? Have you made any other changes in your practice as a result of using the Resource?
- 7. Did you learn anything that you shared with your colleagues or the organization where you practice?
- 8. Is there anything else you would like to share about your experiences with the materials? If not, let's move on to learning more about your experiences with the resource overall.

IMPLEMENTATION POTENTIAL

- 9. What was the most helpful part of the Diagnostic Safety Calibration Resource?
- 10. What was your least favorite thing about the Resource?
- 11. What would you recommend changing about the Resource?
- 12. What about costs or challenges of implementing the Resource? Was that a difficulty at all for you?
 - a. Can you describe how much the time and/or effort it took to use the Resource?
 - b. Was this a barrier?
 - c. Are you planning on continuing to use the Resource in the future? Were there other materials within the Resource that you were more interested in or eager to adopt than others?
 - d. Do you believe that this is sustainable for your setting?

- i. IF YES → Can you describe what makes this approach important enough for you to continue using it?
- ii. IF NO → Can you describe why you wouldn't consider continuing to use it?

13. Do you have any tips or lessons learned from your experience with the Resource that you can share that might help another setting considering using it?

CLOSING

14. Those were all the questions I had today. Are there any questions that I should have asked that I did not?

15. Is there anything else you would like to add on any of the topics we discussed today?

Thank you for your time and participation in this interview. Your comments will be very helpful to this project!

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