

## PI SSI Guide, Version 3 – PMHCA

# **Pediatric Mental Health Care Access Program Program Implementation Semi-Structured Interview Guide**

**Health Resources and Services and Administration Evaluation of the  
Maternal and Child Health Bureau Pediatric Mental Health Care  
Access and Screening and Treatment for Maternal Mental Health and  
Substance Use Disorders Programs Project**

May 2025

will collect data to provide HRSA with information to guide future program decisions regarding increasing health professionals' (HPs) capacity to address patients' behavioral health and access to behavioral health services. 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 0906-0105 and it is valid until 12/31/2027. This information collection is voluntary. Data will be private to the extent permitted by the law. Public reporting burden for this collection of information is estimated to average approximately 60 minutes, including the time for reviewing instructions and completing 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 Information Collection Clearance Officer, 5600 Fishers Lane, Room 14NWH04, Rockville, Maryland, 20857 or [paperwork@hrsa.gov](mailto:paperwork@hrsa.gov). Please see <https://www.hrsa.gov/about/508-resources> for the HRSA digital accessibility statement.

**HRSA EVALUATION OF THE MATERNAL AND CHILD HEALTH BUREAU  
PEDIATRIC MENTAL HEALTH CARE ACCESS AND SCREENING AND  
TREATMENT FOR MATERNAL MENTAL HEALTH AND SUBSTANCE USE  
DISORDERS PROGRAMS PROJECT**

**PEDIATRIC MENTAL HEALTH CARE ACCESS PROGRAM  
PROGRAM IMPLEMENTATION SEMI-STRUCTURED INTERVIEW GUIDE**

**CONDUCTED BY:**

JBS International, Inc.

Awardee Name:	<input type="text"/>		
Date Completed:	<input type="text"/>	/	<input type="text"/>
	Month		Day
		/	<input type="text"/>
			Year

Instructions to Interviewers

The purpose of this guide is to provide an overview of the information that will be gathered through interviews with Project Directors or Principal Investigators involved with the Pediatric Mental Health Care Access (PMHCA) program. JBS International, Inc. will work with the awardee to determine which staff members should participate in the interview. For example, for some Health Resources and Services Administration (HRSA)-funded PMHCA programs, the Project Director may be in an administrative role, rather than involved in the day-to-day operations and program implementation; in those cases, we will collect data from the Principal Investigator (or individual who fills that role).

Members of the HRSA Maternal and Child Health Bureau (MCHB) evaluation team will conduct and record the interview via a web-based platform (e.g., Microsoft Teams, Zoom), and a note taker will take detailed notes. Interviews will be transcribed to facilitate qualitative content analysis. The interview will last approximately 60 minutes.

The program implementation interviews will cover the following topics:

- Program involvement
- Program implementation
- Program outreach and promotion
- Health professional/Practice recruitment and enrollment/participation
- Health professional training
- Optimal access to behavioral health care
- Sustainability
- Program implementation successes and lessons learned

Program Implementation Interview Introduction to **Interviewee** (2 minutes)

The Health Resources and Services Administration (HRSA) funded [insert program location] to implement a Pediatric Mental Health Care Access (PMHCA) program, called [insert program name]. HRSA also funded JBS International, Inc. (JBS) to conduct an evaluation of the Maternal and Child Health Bureau (MCHB) PMHCA program. This project will be referred to as the HRSA MCHB evaluation throughout the interview. JBS is an independent evaluator of the program and is not part of HRSA or any other federal agency. *(Introduce team members, give brief description of qualifications, and describe functions during the interview).*

As part of the HRSA MCHB evaluation, we are conducting interviews with awardees, including [insert awardee name], to learn more about the implementation of [insert program location]'s HRSA PMHCA program. During the interview, we will discuss the implementation of your PMHCA program, including any successes and challenges, and how your PMHCA program has developed over the course of the cooperative agreement funding. We would also like to gain insight into the degree to which program outreach, training, telehealth capacity building, activities to address optimal access to behavioral health care, and sustainability plans have developed through the course of your program's operations. We have prepared some topic areas and questions on which we would like your comments, and we greatly value the information you can provide about your PMHCA program. We expect this will take about 60 minutes.

Your name, job title, and PMHCA program name will not be associated with the information you share during this interview; information shared will be reported to HRSA in the aggregate, unless we specifically ask for your approval. Although we are taking detailed notes, we would also like to record the interview in case we need to verify our notes with the interview dialogue.

Are you comfortable with us recording the interview?

Before starting our discussion, I'd like to note that during the interview I'll use "PMHCA program" to refer to [insert program name].

Do you have any questions about what I have explained? If not, let's get started.

# PROGRAM IMPLEMENTATION SEMI-STRUCTURED INTERVIEW GUIDE

## PROGRAM INVOLVEMENT (2 MINUTES)

*We'd like to ask you about your involvement with the PMHCA program.*

1. What is your job title within the PMHCA program?
  - PROBE 1: How long have you been involved in your PMHCA program?

## PROGRAM IMPLEMENTATION (14 MINUTES)

*Next, we'd like to talk with you about your PMHCA program activities. We would like to get an understanding of how various aspects of your program implementation are progressing within your PMHCA program, including behavioral health consultation and care coordination team development, and how partnerships, if at all, have facilitated program implementation.*

### Program Implementation Model

*First, we would like to talk about your program implementation model. By model, we are referring to the configuration and operation of your program components to achieve program goals.*

2. What geographic areas is your program reaching?
3. Please describe any changes over time to the geographic areas your program is covering to ensure the program is reaching intended target populations.
4. Has your PMHCA program been implemented in school-based health clinics, emergency departments, or both?
  - *If no:*
    - i. PROBE 1: Do you anticipate expanding into either of these settings?
  - *If yes:*
    - i. PROBE 1: What challenges have you experienced implementing in this/these setting(s), if any?
5. Has your program established an advisory committee?
  - *If no:*
    - i. PROBE 1: Do you anticipate establishing an advisory committee in the future?
  - *If yes:*
    - i. PROBE 1: Please describe how the advisory committee has been utilized to support your PMHCA program.

### Behavioral Health Consultation and Care Coordination Team Development

*Next, we would like to talk about your behavioral health consultation and care coordination teams.*

6. How did you identify and engage staff for your behavioral health consultation line?
  - PROBE 1: What changes have there been over time, if any, to your behavioral health consultation team, for example, changes in team size or composition?
7. How did you identify and engage staff for your care coordination team?
  - PROBE 1: What changes have there been over time, if any, to your care coordination team, for example, changes in team size or composition?

### Partnerships

*We would also like to discuss any partnerships that have developed over the course of your PMHCA program. By partnership, we mean relationships with other organizations, for example, American Academy of Pediatrics, to promote the program or implement program components.*

*This excludes community-based or other resource organizations that provide services related to community health factors.*

8. Please describe the types of partnerships your program has developed to support the implementation of your PMHCA program.

### **PROGRAM OUTREACH AND PROMOTION (2 MINUTES)**

*Now, we would like to talk with you about your PMHCA program's outreach and promotion activities.*

9. Please describe your program's outreach or promotion activities.

### **HEALTH PROFESSIONAL/PRACTICE RECRUITMENT AND ENROLLMENT/PARTICIPATION (8 MINUTES)**

*Next, we would like to discuss recruiting health professionals and/or practices to enroll and/or participate in your program. By enrolled, we are referring to health professionals and/or practices who have formally registered with the program to facilitate use of program components or services, such as behavioral health consultation. By participation, we mean engagement with program components or services without a formal registration process.*

10. Please describe your health professional and/or practice recruitment approach.

- PROBE 1: Have incentives been used? If so, how do you think incentives have affected enrollment and participation?

11. What strategies have you found most effective in recruiting health professionals and/or practices?

12. How do enrollment and/or participation requirements affect health professionals and/or practice engagement with the program?

13. What challenges, if any, have you experienced in recruiting health professionals and/or practices?

- PROBE 1: *[If challenges are described]* What changes have you made to improve recruitment and overcome these challenges?
- PROBE 2: Have health professionals and/or practices expressed reluctance to participate in the PMHCA program because of concerns with added duties and responsibilities for providing behavioral health care, especially for complex cases?
  - i. *If yes:*
    - PROBE 2a: Please explain.
    - PROBE 2b: What strategies have you used to address these concerns?

### **HEALTH PROFESSIONAL TRAINING (8 MINUTES)**

*Now, we would like to talk with you about your PMHCA program training for health professionals.*

14. Please describe your approach to providing health professional training.

- PROBE 1: Who is eligible to participate in your program's trainings?

15. Please describe any training activities your program offers to address optimal access to behavioral health care.

16. What factors have facilitated your delivery of health professional training?

17. What factors have challenged your delivery of health professional training?

- PROBE 1: *[If challenges are described]* What strategies have you implemented to overcome these challenges?

### **OPTIMAL ACCESS TO BEHAVIORAL HEALTH CARE (6 MINUTES)**

*A goal of the overall PMHCA program is to address barriers to optimal access to behavioral health care related to community health factors and demographic factors. Optimal access is*

*intended to result in healthy outcomes for all. The following questions will be used to inform our goal of improving access.*

18. What community health or demographic factors does your program prioritize to address optimal access to behavioral health care?
19. How has your program facilitated optimal access to behavioral health care?
20. How has your PMHCA program supported health professionals' and/or practices' capacity to incorporate telehealth services to address optimal access? Telehealth includes the use of technology, such as email, telephone, text messaging, video conferencing, and screensharing, for provider-to-provider or provider-to-client communication.

### **SUSTAINABILITY (10 MINUTES)**

*We are also interested in whether your agency has plans in place for sustaining your PMHCA program services following the end of the HRSA cooperative agreement funding.*

21. Please describe any sustainability plans your program has established to continue program activities once current HRSA funding ends.
22. How has the requirement for matching funds affected sustainability planning?
23. How will partnerships and community-based and other resources be leveraged, if at all, to sustain program activities?
24. What role do data have in your sustainability planning?
25. What aspects of sustainability do you feel have been or will be most difficult?

### **PROGRAM IMPLEMENTATION SUCCESSES AND LESSONS LEARNED (6 MINUTES)**

*As we near the end of our interview, we would like to hear your reflection on program successes and lessons learned.*

26. We would like to invite you to share any lessons learned from the process of implementing your PMHCA program that would facilitate the implementation of other PMHCA programs.
27. What does success look like for your program?
  - PROBE 1: How do you measure or assess the success of your program?
28. Please describe any patient- and/or health-professional-level success stories or challenges encountered during the implementation of your PMHCA program.

### **CLOSING COMMENTS (2 MINUTES)**

*Thank you very much for taking the time to meet with us and to discuss your PMHCA program activities and how they have developed over the past year.*

29. Do you have any additional questions, comments, or feedback at this time?