

Attachment A

Key Informant Interview Guide - Telephone

Interviews will be conducted by telephone and will be audio recorded with participant consent.

At the time of the interview, interviewer will ask if participant over the phone if he or she agrees to be interviewed and audio taped. A waiver of documentation of informed consent will be obtained from MedStar Health Research Institutes Institutional Review Board.

Interviews will take approximately 60 minutes each.

Interview Protocol for Domain Experts

[bracketed text will depend on interviewee or topic]

INTRODUCTION

Thank you for agreeing to do this interview! My name is [Insert Name of Interviewer] and I will be asking you questions today about patient safety, health literacy and what you have done to improve these conditions in primary care settings.

As you know, this project is being funded by Agency for Healthcare Research and Quality, which is a federal agency that works to improve the quality, safety, efficiency and effectiveness of health care for all Americans.

The purpose of today's interview is to learn about your experiences with [the tool that you were involved in that helps patient safety in primary care settings.] We will take about an hour or so.

[Interviewer will read the key informant the study description and request a consent to participate in the interview. Oral agreement to audio record will be recorded. If consent submitted, ask if the individual has any questions about how their input will be used and that once the interview has been transcribed that the audiotape will be destroyed]

Thank you!

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 (0935-0179) AHRQ, 5600 Fishers Lane, Mail Stop Number 07W41A, Rockville MD 20857

Concept –Research Question

Stem Question: Please review the proposed research question. Given the task that we have been asked to achieve, do you think we have the correct research question?

Probes: What other questions do you think we should ask?
What might help us to better define the research question for this project?

Concept – Patient and Family Engagement

Stem Question: What does patient and family engagement mean to you?

Probes: How would you define it?
What other terms would you use to describe engagement?
Are there examples of how engagement could be accomplished in physician offices?

Stem Question: How would you describe the differences or similarities between patient centered care and patient and family engagement in care?

Probes: Could you describe optimal engagement?
How about activation? How is activation different than engagement?

Stem Question: Can you describe how patient and family engagement might be leveraged to improve patient safety?

Probes: Is this from personal experience? If yes, can you describe that experience?
What type of settings has this been used in?

Concept: Patient safety in primary care

Stem Question: Can you describe any patient safety problems in primary care settings?

Probes: Are there solutions or interventions that could prevent these safety issues?
Can you describe the interventions?
Have you experienced any of these approaches?

Concept: Dissemination to primary care practices and patients

Stem Question: We would like your help in identifying the best approaches to engaging patients, primary care providers, and primary care practice staff in adopting this work.
Do you have any suggestions on how we might achieve this?

Probes: Do you think social media campaigns may be beneficial?
How about presentations?

Which conferences would be best suited to these interventions?
What about new outlets? Radio? Television? Websites?