

Instructions. The following interview guide offers questions that you can use to assess multi-level interventions and complex contexts, inform the development of the Functions and Forms Matrix, and assess these concepts throughout the implementation process. You can use this interview protocol as part of data collection efforts in your study (e.g., qualitative and mixed methods methodology) or engage partners during a study phase (e.g., planning phase).

Functions and Forms Key Informant Interview Protocol

START THE TAPE RECORDER ONLY IF FULL CONSENT IS GIVEN.

BACKGROUND

As you may know, despite millions of dollars invested in developing and testing interventions designed to reduce disparities in access to high-quality healthcare among patients with co-occurring healthcare needs, most interventions fail to meet expectations once they are embedded in real-life clinical settings. One such example is the [Intervention] designed to [Add for your intervention]. National evaluations have produced mixed evidence on [Intervention] impact on service access, quality, and cost savings. Current evaluations can benefit from information from real-life settings.

Questions

OVERALL IMPLEMENTATION

- O1. Tell me what [The intervention] is about in your experience
- O2. What are in your view the main challenges of implementing it at your clinic?
- O3. What is going for this intervention; what are the advantages or facilitators?
- O4. In your view, how could we better evaluate how [the intervention] operates in your clinic and on an ongoing basis?

FUNCTIONS AND FORMS

<p>N1. What were the needs in the clinic that sparked the adoption of this intervention?</p> <p>N2. Who made those decisions initially?</p> <p>N3. Do you know how this intervention was initially adopted at your organization/clinic?</p>	<p>LOCAL SYSTEM OR PATIENT NEEDS</p>	<p><i>Use the fillable F&F Matrix tool to complete this section</i></p>
<p>FU1. In your view, why was PCMH started in this clinic? Why do you think leadership decided to adopt this intervention?</p> <p>FU2. In your view, what are the 2-3 main or core goals of [the intervention] being implemented in your clinic?</p>	<p>CORE FUNCTIONS OF THE INTERVENTION</p>	
<p>FO1. As you think of those goals, what concrete actions/activities do you implement on a daily or weekly basis to meet those goals?</p> <p>FO1a. For example, what were you doing right before</p>		

<p>this interview, or what will you be doing right after?</p> <p>FO1b. How are those actions/activities linked to the goals you shared?</p> <p>FO1c. Are they clearly aligned in your view?</p> <p>FO2. What concrete actions/activities do <u>your team/group</u> take daily or weekly to meet those goals?</p> <p>FO3. Do you have flexibility on those actions/activities? By that we mean, can you or your team change them when they no longer work or when they no longer help reach the goals of the program?</p> <p>FO3a. If yes, how does that work? [Expand]</p> <p>FO3b. If no, why not? [Expand]</p>	<p>FORMS OF THE INTERVENTION – LOCAL MENU</p>	
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CONTEXTUAL FIT

CF1. In your view, do patients and families have a role in shaping how [Intervention] is delivered or in informing the quality of this care model in your clinic?

- o If so, how?
- o If no, why not?
- o What would be the challenge?

CF2. How can we better evaluate the fit between what is expected nationwide from [the intervention] and how things really work in your clinic?

CF3. What type of strategies or guidance in your view would help clinics implement [the intervention] and sustain this care model?

CF4. Do you get the time to think about and discuss how the various activities are going in terms of meeting the intervention’s goals? Needs for adjustments or adaptations?

5. Any other comment or area that you think is important and that I have not asked you?

CLOSING STATEMENT

“That completes our discussion. Do you have any other questions, comments, or final thoughts you would like to share based on your interests?”

PROVIDE THE INCENTIVE AND ASK THE PARTICIPANT TO SIGN THE RECEIPT FORM

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