Key Informant Interview Guide

In this interview, I will be asking you about services and programming your acute inpatient mental health unit may provide.

1. Before we get started, can you tell me a little bit about your role on the unit and about how long you have worked there?

2. This interview will focus on what some people call “recovery-oriented” inpatient services. Is that a term that you would use to describe your inpatient unit?
   o If yes, what do you mean by that term?
   o If no, that’s fine. I will just ask you about some specific aspects of treatment that your unit might provide. But first, I am interested in understanding what is it that makes your setting different from a recovery oriented inpatient unit? (or what do you think are the key differences between your unit and a recovery-oriented unit?)

Treatment Team

3. First, tell me about the treatment team on the unit. Tell me who is on the team, briefly what their respective roles are, and how they interact with one another.

Inpatient Treatment

4. Next, tell me about treatment provided to Veterans while they are on the unit.
   a. Does your unit offer group programming for Veterans and, if so, what does that look like?
      • If you have a schedule can you send that to me?
      • How often are groups cancelled?
   b. Do inpatient Veterans have access to individual psychotherapy? If so, how does that typically work?
      • How do you decide to whom you provide individual therapy?
   c. Do outpatient providers come on the unit and provide services? If so, what do they do?

5. Tell me about your procedures for suicide risk assessment and safety planning.
   • Who completes the safety plan? How is it reviewed with the Veteran?
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- When and how is the suicide prevention coordinator involved?

**Care Planning**

6. I’d like to ask you about shared-decision making and treatment planning for the Veteran’s care. First, tell me how do you find out what the Veteran’s goals are for their recovery? *If necessary, clarify you mean overall goals for recovery, not just for their inpatient stay.*

a. *Who asks the Veteran? Where are these responses recorded? Are they put into the written treatment plan in CPRS?*

b. Give me some examples of recent Veterans’ recovery goals and how these goals affected treatment.

7. How are decisions about medications made?

- *Are Veterans provided recommendations or options?*
- *Give me an example of options given to a Veteran regarding medications, what they chose, and why.*

8. How are Veterans made aware of what treatments are available *during their inpatient* stay? How do staff work with Veterans to decide which treatments they will participate in?

9. How are Veterans made aware of what treatments will be available following discharge?

- How do staff work with Veterans to decide which treatments they will participate in?
- How do staff ensure Veterans are successfully linked with the selected outpatient services?
- Do Veterans have any contact with outpatient providers while on the unit? Do your staff contact outpatient providers on behalf of Veterans?
- For what programs do Veterans receive a formal screening before discharge?

10. How are family and other significant others involved during the Veteran’s stay?

**Milieu**

11. Tell me about the milieu on your unit. What is it like for a Veteran to be on your unit?

12. How is Veteran autonomy encouraged and balanced with safety?

13. Please describe the unit’s approach to behavior de-escalation and use of seclusion, restraints, and involuntary medications.
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IMPLEMENTATION QUESTIONS

14. OK, it sounds like right now your unit has [summarize implemented elements]. Tell me the story or process of what that change looked like and what happened. Who was involved?

15. When did the changes begin? What staff has been involved? Who led the efforts? (probe historical implementation and current implementation staff involved and leader).

16. For [provide an example where the respondent indicated that the recovery-oriented element has not yet been addressed], can you talk a little bit why you have not implemented these services?

Process

17. Do you track or document changes that have been made? (If not, is there a plan to track these changes?

18. Have your staff done trainings regarding recovery-oriented services? If so, tell me about them.

Outer Setting

I'm going to ask you some specific questions about things that may have affected the implementation of recovery-oriented care on your unit.

19. In 2013 & 2014 the Office of Mental Health Operations issued some materials regarding “recovery-oriented inpatient services” that talked about the services I asked you about above. Sometimes these materials are well-known in the field and sometimes they are not; are you familiar with these materials? If so, can you tell me what effect these materials may have had on your inpatient programming?

20. Were there other policies, regulations, or guideline that influenced the implementation of these changes?

Inner Setting

Now I am going to ask you about some aspects of your inpatient unit that may have affected your implementation efforts.

Implementation Climate

21. How did staff feel about inpatient services prior to these changes? How about Veterans?

22. What was the general level of receptivity in your inpatient unit and medical center to implementing these changes?

23. What is your impression of whether or not staff felt prepared to implement these elements? (probe for necessary expertise, prior training/experience).
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24. How has the infrastructure of your inpatient unit, for instance the physical layout and design, affected the implementation of these changes?

25. What resources or information have you needed to make this shift? Have they been sufficient? If not, what else do you need?

26. How would you describe the unit’s culture, such as the general “feel” for how staff go about their work on the unit? For example, what are the unit’s general beliefs, values, and assumptions that staff embrace regarding clinical care and their role in it as inpatient unit staff?

27. How would you describe the working relationship between staff in the inpatient unit?

28. How would you describe communication between inpatient and outpatient staff?

29. What other things do you think are important for me to know about your inpatient unit?