

Care Partners Key Informant Interview Guide

Verbal consent for key informant interview with primary care/CBO staff

We are conducting an interview today to talk about your and your organization's experiences being a part of the Care Partner project. My name is _____ and I am part of the evaluation team located at UC Davis. As part of the evaluation of the project, we are interviewing 4-5 key people from each Care Partners organization 2 to 3 times over the course of the project.

The interview will last approximately an hour. I will ask you about your role and experience in the Care Partners project, including successes and challenges you have had so far. If there are any questions you do not want to answer, you are free to skip them. You are also free to end the interview at any time.

Our goal is to understand how the project is progressing to inform other organizations who wish to implement this type of intervention. The interview is not meant to gather information to judge the program. At the end of the study, we anticipate that de-identified information from these interviews will be used in reports and publications.

The **interview will be recorded and transcribed** so we can review the conversation after the interview. The information will not be shared with your organizations. Your responses are **confidential**. You will not be identified in any description or summary of the results.

The interview will be conducted as a guided conversation. I have a list of topics and general questions that I will go through, but your responses will guide the interview.

Thank you again for your participation. Does what I outlined sound okay? Do you have any questions before we begin? **START RECORDING**

TOPIC	QUESTIONS
Background	
<input type="checkbox"/> Confirmation of position with the project	<ul style="list-style-type: none"> • If they were not interviewed in time period 1, ask about their role on the project. Briefly, tell me about what you do on the Care Partners grant. • If they were interviewed previously, confirm they are in the same position.
Delivery of intervention	
<input type="checkbox"/> Experience delivering intervention pre-COVID19 [successful case; challenging case; recruitment; retention]	<ul style="list-style-type: none"> • Tell me about your experience delivering the intervention before COVID-19. [Have them reflect on pre-COVID-19 experience first] • Is there a patient who stands out as a successful case? Can you describe your role in working with the patient? <ul style="list-style-type: none"> ○ Probe: How do you find out about patients' needs? ○ What are approaches you use? • Has there been a patient that you felt disappointed you couldn't help? What do you wish you could have provided? What prevented you from helping more?
<input type="checkbox"/> Experience delivering intervention post-COVID19 [successful case; challenging case; recruitment; retention]	<ul style="list-style-type: none"> • Tell me about what happened after COVID-19. Probe: How did your caseload change? How did your approach to care change? What became harder in your role? Did anything become easier? • Is there a patient who stands out someone who benefited from changes as a result of changes because of COVID-19? Can you describe your role in

	<p>working with the patient? [probe about social needs. Did they change? Did their approach around social needs change?]</p> <ul style="list-style-type: none"> • Can you tell me about a patient who you struggled helping after COVID-19? What do you wish you could have provided? What prevented you from helping more?
<input type="checkbox"/> Collaboration with clinic/CBO/family [or peer-based model]	<ul style="list-style-type: none"> • In your role, how did COVID-19 impact your collaboration with the [clinic OR community-based organization]? • Who do you primarily interact [communicate] with? Has your communication with others changed throughout the intervention? (i.e., meeting more/less; discussing different challenges; etc) • In your role, how are you working with patients' family members? • Can you tell us a bit about how the peer-based model is working?
Patient population	
<input type="checkbox"/> Social needs of the patient population [changes in population served]	<ul style="list-style-type: none"> • Tell us about the social needs patients your organization serves typically have? • What is similar or different about how these needs were addressed before and after Care Partners? Are there any changes since COVID-19?
Program value & changes in practice	
<input type="checkbox"/> Value of grant [added services]	<ul style="list-style-type: none"> • What services are available to patients as a result of this program that were not previously available or accessible? • What are you or what is your organization able to offer patients now that you/your organization could not offer prior to the grant?
<input type="checkbox"/> Changes in the way care is delivered as a result of grant	<ul style="list-style-type: none"> • How has [family involvement or peer-based model] changed the way your organization delivers depression care?
<input type="checkbox"/> Attitudes or approaches to depression care/older adults	<ul style="list-style-type: none"> • Has the way your organization approaches depression or depression care changed as a result of this program (i.e. increased focus on depression within the organization; increased focus on older adults; etc.)?
<input type="checkbox"/> Perceived value of partnership/project	<ul style="list-style-type: none"> • From your standpoint, what has been the greatest value to your organization of working with the [CBO or clinic]? • How do you think your organization has benefitted the [CBO or clinic]? • How do you think the [CBO or clinic] perceives your organization and/or role in the project?
Lessons learned	
<input type="checkbox"/> Organizational successes [delivery challenges]	<ul style="list-style-type: none"> • What has been the greatest success your organization has had in the first two years of the Care Partners project? • What have been the biggest challenges in delivering the program? What have been the biggest barriers for your role specifically? What would improve your ability to deliver the program?

<input type="checkbox"/> Lessons learned	<ul style="list-style-type: none">• What are some lessons that could be shared with other organizations who are interested in delivering the Care Partners program?
[advice to another organization]	<ul style="list-style-type: none">• If your organization were to introduce the intervention again, what would you suggest they do differently, specifically related to your role on the project? What would you make sure they do the same?

Technical assistance	
<input type="checkbox"/> Interaction with other sites	<ul style="list-style-type: none">• What has your experience been like interacting with other Care Partners grantees/sites? (i.e. at the annual meeting; on calls/webinars)
<input type="checkbox"/> Technical assistance	<ul style="list-style-type: none">• How has the technical support offered by the UW AIMS Center been for you? How could the coaching/technical assistance be more helpful?• Specifically, how has the support around COVID-19 and Stay Connected been for you? Your organization?

Closing	
<input type="checkbox"/> Any other comments	<ul style="list-style-type: none">• Is there anything else you'd like to share with us about the program or you experience?
<input type="checkbox"/> Thank you	<ul style="list-style-type: none">• Have you completed the demographic survey we sent out before the interview?
