

Participant ID _____

**Family Engagement Quality Improvement Project
Post-Implementation Telephone Interview Script
(For Parent/Caregiver Partners Participating Individually on Interviews)**

Thank you for agreeing to participate in the Family Engagement Quality Improvement Project Interview. The purpose of this call is to learn about your experiences as participant(s) in the project. Your feedback will be used to help us make improvements to our family engagement initiatives and resources in the future.

I will be asking you a set of questions about your experiences during the project. There are no right or wrong answers—your truthful responses are what count. The interview will take no more than one hour to complete. You may choose to skip one or more questions or stop the interview at any time.

The interview will be recorded while I take detailed notes about what was said during our conversation. Everything you say is confidential. Your individual name(s) will not appear anywhere on any publications resulting from this interview.

Do you have any questions or concerns before we get started? OK, I am going to start the recording.

1. How long (how many weeks/months) did you participate as a member of the pediatric practice quality improvement (QI) team (for clarification, the QI team includes the pediatrician, nurse/non-pediatrician clinical staff, administrative/front desk staff)?
2. Did you meet in-person with the pediatric practice QI team?

[PROBE IF YES:] How often did you meet in-person with the pediatric practice QI team?

3. Besides in-person meetings, how did you communicate with the pediatric practice QI team (phone, email, skype, or other methods)?

[PROBE:] How frequently did you communicate with the pediatric practice QI team?

[PROBE:] What were some of the challenges involved with communicating with the pediatric practice QI team?

4. Tell us about your experiences participating as a member of the pediatric practice QI team.

5. What kinds of challenges did you encounter throughout this project in your role as a parent/caregiver partner?
6. What do you feel was your greatest success as a parent/caregiver partner throughout this project?
7. How did the training at the learning session prepare you to participate as a member of the pediatric practice QI team?

[PROBE:] What other topics would have been helpful for you to receive training on?

[PROBE:] What type of training did you find most valuable/informative (for example: orientation call, in-person learning session, monthly educational calls with the practice team)?

8. Do you feel you gained any new skills as a result of your experience?

[PROBE IF YES:] What are some new skills that you gained as a result of this experience?

[PROBE IF NO:] What do you think prevented you from gaining new skills during this experience?

9. In what ways did the project affect the patient-provider experience/relationship at your practice? [PROBE IF NECESSARY]: the “patient-provider” experience refers to the relationship between a patient, a family, and a pediatric clinician. Do you feel that this project changed this relationship in any way?

[PROBE IF NO CHANGE:] Why do you think this project didn’t impact/affect the patient-provider experience in your practice?

10. What would you say was the most valuable thing you learned from your experience as a member of the pediatric practice QI team?
11. Overall, how much support did you get from the QI team regarding your needs as a parent/caregiver?
12. What recommendations would you give to health care professionals who are planning to include parents/caregivers on their QI teams in the future?
13. What recommendations would you give to parents/caregivers who are planning to participate as members on pediatric practice QI teams in the future?

14. If we were to do this project again, what changes would you recommend to make it more useful and meaningful to pediatric practices and families? Please be as specific as possible.
15. Is there anything else you'd like to share about your experiences working on this project?

Thank you for your time and for your participation in the Family Engagement Quality Improvement Project.