

Participant ID _____

**Family Engagement Quality Improvement Project
Post-Implementation Telephone Interview Script (Practice Teams)**

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 participants 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 learning experiences during the project and your use of the project resources. 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 practice and 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.

First, I'd like to ask you some questions about your experiences with learning about family engagement. For this project, we define family engagement as an innovative approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families.

1. How well would you say this project helped you understand the key concepts and practices related to family engagement, such as shared decision-making and connecting families to resources?

[PROBE: IF WELL:] In what ways would you say the project helped you understand the key concepts?

[PROBE: IF NOT VERY WELL:] What could the project have done to help you understand these key concepts better?

2. Did the project affect the patient-provider connection at your practice?

[PROBE IF YES:] Tell me more about how this project affected the patient-provider connection in your practice.

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

Now I'd like to find out more about your experiences with learning how to make improvements at your practice.

3. This project used a framework for improving healthcare processes and outcomes called The Model for Improvement. The Model for Improvement uses a series of steps, called the Plan, Do, Study, Act (or PDSA) Cycle to make small changes and to test whether the changes resulted in an improvement. How well would you say this project helped you learn to use the key concepts and tools related the Model for Improvement, such as testing changes and PDSA cycles?

4. For the next few questions, I'd like you to take a moment to pick one of the changes your team worked on [PAUSE]. In relation to the change you have in mind, please tell me about your experiences with the following:
 - a. Please explain the change your team worked on that you would like to discuss.
 - b. How did you come up with the idea to make this particular change?
 - c. How confident were you that making this change would result in an improvement?
 - d. How successful would you say you were in making this change?
 - e. How did you know whether the change was successful or not?
 - f. Based on your experience, what would you say worked and didn't work when you tested this change?
 - g. Did you encounter any challenges when testing this change? How did you deal with the challenges?

5. Overall, how well were you able to successfully track your improvements over the course of the project? Was this a challenge?

6. If you made any changes within your practice as a result of this project, do you have a plan for sustaining them? If so, what is it?

Now I'd like to ask you about your experiences with using the project resources.

7. This project included a variety of offerings to help participants with their improvement efforts related to family engagement, including monthly educational webinars and calls, one-on-one quality improvement coaching calls, a listserv, a project workspace, and monthly email updates. I am going to ask you about each one separately and ask you to

tell me how helpful it was using the following answer choices: 1) not at all helpful, 2) not very helpful, 3) helpful, and 4) very helpful.

- a. First, I'd like ask about the **monthly educational webinars and calls**.
 - i. How helpful were the educational webinars and calls to you in learning about family engagement, would you say: 1) not at all helpful, 2) not very helpful, 3) helpful, or 4) very helpful? Tell me more about your answer.
 - ii. How helpful were the monthly educational webinars and calls to you in learning about making improvements, would you say: 1) not at all helpful, 2) not very helpful, 3) helpful, or 4) very helpful? Tell me more about your answer.
 - iii. Do you have any suggestions for how we could improve them?
- b. Next, I'd like to ask about the **one-on-one quality improvement coaching calls** with the project Quality Improvement Advisor and staff.
 - i. Did you participate in a one-on-one call?

[IF NO, SKIP TO C]

[IF YES]
 - ii. How helpful was the one-on-one call to you in learning about family engagement, would you say: 1) not at all helpful, 2) not very helpful, 3) helpful, or 4) very helpful? Tell me more about your answer.
 - iii. How helpful was the one-on-one call to you in learning about making improvements, would you say: 1) not at all helpful, 2) not very helpful, 3) helpful, or 4) very helpful? Tell me more about your answer.
 - iv. Do you have any suggestions for how we could improve them?
- c. Each month, the project staff sent out a **monthly email update** that included a note from the QI advisor and highlighted resources to assist teams with testing changes.
 - i. How helpful were the monthly email updates to you in learning about family engagement, would you say: 1) not at all helpful, 2) not very helpful, 3) helpful, or 4) very helpful? Tell me more about your answer.
 - ii. How helpful were the monthly email updates to you in learning about making improvements, would you say: 1) not at all helpful, 2) not very helpful, 3) helpful, or 4) very helpful? Tell me more about your answer.

- iii. Do you have any suggestions for how we could improve them?
 - iv. Is there anything the project staff can do in the future to make the information in the monthly email updates easier to access?
- d. Next I'd like to ask about the project **workspace (available through QIDA)**.
- i. How helpful was the listserv to you in learning about family engagement, would you say: 1) not at all helpful, 2) not very helpful, 3) helpful, or 4) very helpful? Tell me more about your answer.
 - ii. How helpful was the listserv to you in learning about making improvements, would you say: 1) not at all helpful, 2) not very helpful, 3) helpful, or 4) very helpful? Tell me more about your answer.
 - iii. Do you have any suggestions for how we could improve it?
- e. Which of the project resources that we just discussed: educational webinars and calls, one-on-one calls, monthly email updates, and project listserv, would you say were most helpful or useful to your team?
8. During this project, did you get any good ideas or inspirations from the other teams? If so, what were they? Please be as specific as possible.
- a. [PROBE IF YES] Where did the best ideas come from? Was it the face-to-face meeting, phone calls, or listserv?
9. What is the most valuable thing about family engagement that you/your team will take away from this project? Please be as specific as possible.
10. What is the most valuable thing about quality improvement methodology that you/your team will take away from this project? Please be as specific as possible.
11. 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.
12. Finally, is there anything else you'd like to tell me about your experiences with this project?

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