

Healthcare setting key informant questions – Administrators

Introduction:

Hi, I'm ___ calling from Wilder Research, an independent evaluation firm in Saint Paul. We are working with Anoka County on the Minnesota Statewide Health Improvement Program (SHIP). You have been identified as a provider associated with [Name of clinic]. [Clinic] has expressed interest in working with Anoka County SHIP staff to increase referrals to community-based resources for patients with identified chronic disease risk factors, including tobacco use, physical inactivity, and poor nutrition. I'd like to ask you some questions about your current referral practices and discuss what types of materials and supports would be most helpful for you and other providers in the clinic. This information will be used by Anoka County staff to assist the clinic in facilitating the connection of patients to community-based resources and measuring the effectiveness of this intervention.

Your participation in this interview is voluntary. Your decision about whether or not to participate will not affect your current or future relations with Anoka County or [Clinic]. If you decide to participate, you may refuse to answer any question or withdraw at any time. Your responses will be kept confidential. Only Wilder Research staff will have access to your individual responses. Your identity will not be connected to any information that is reported.

1. Please describe the population served by the Clinic. [What ages of patients does the clinic serve? Any specific racial/ethnic group? Other unique characteristics?]

2. Where do most patients live? (city or parts of the city) _____
3. What are the programs or practices in place within your clinic to help patients with lifestyle changes, such as weight loss/management, tobacco cessation, physical activity, or nutrition? What other programs/practices does your clinic promote or support (health plan program, etc)?
4. To the best of your knowledge, do providers within your clinic make referrals to existing community-based resources and services for patients who have identified chronic disease risk factors, such as smoking or obesity? Referrals could support healthy eating, tobacco cessation, or improved physical activity.
 - a. In what situations are referrals made? When patients request information, or are they made more proactively when a provider identifies a need for referral?
 - b. How does a provider make the decision to refer? Once a problem has been identified (such as hypertension or high BMI) or before problems are present (slightly higher BMI)?

- c. Are there any systems in place to support these referrals?[PROBE: Formal policies, informal policies or practices]
 - d. How are referrals made (written, verbal)?
 - e. Are there any practices to follow up with patients after referrals are made?
- 5. Does your clinic have a designated person other than a provider make referrals for patients to community-based organizations or services? Referrals could support healthy eating, tobacco cessation, or improved physical activity.
 - a. Who makes the referrals?
 - b. In what situations are referrals made? When patients request information, or are they made more proactively when a provider identifies a need for referral?
 - c. Are there any systems in place to support these referrals?
 - d. How are referrals made (written, verbal)?
 - e. Are there any practices to follow up with patients after referrals are made?
- 6. How does the clinic identify which community-based resources to share with patients? What are the criteria used? [PROBE: free or low cost, evidence-based programs] What is the approval process for identifying and using referral sources?
- 7. If clinic has systems in place: What is working well with your system? What have been challenges to making referrals?
- 8. What are some barriers that you would anticipate in developing/further enhancing existing practices and processes for facilitating referral for patients?
- 9. What supports would be most helpful if your clinic were to develop/further develop a process to ensure referral for patients with identified risk factors for chronic disease and/or obesity? What types of materials and in what formats would be most helpful?
- 10. What motivated you to work on this intervention? What policy changes or program impacts do you hope to achieve through participation in this intervention?
- 11. How can Anoka County SHIP staff best help support the development/enhancement of referral practices and processes? What resources, information, or support would be most helpful as you develop and implement policies and practices?