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## APPENDICES

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### Appendix A. Qualitative Interview Guide

Our team would like to hear from you about your experience with ADHD-Link Care Management. Your answers will help us better understand the results of our study. There are no right or wrong answers. Please answer these questions honestly and freely. *Your child's care at CHOP will not be affected in any way and your personal information will be confidential.* These questions will ask about services you may have received, how you interacted with your care manager, and how your child's school performance, behavior, and/or health may have changed during the program.

Before we proceed, tell me a little about [child's name], what are his/her strengths? What are some things he/she could work on?

1. Who do you consider part of your child's ADHD care team?
  - a. Could you tell me about how you work with [child's name] care team, such as their teachers, doctors, or other professionals? [Elaborate as necessary with IEP coordinator, school counselor, psychologist, social worker, principal or vice principal, etc.].
2. How did your care manager work with you to help with your child's ADHD needs?
  - a. How well do you think she addressed your child's strengths and weaknesses?
3. What were your expectations of the care manager? How did your experience with the care manager experience compare to your initial expectations?
4. What were your experiences trying to find resources for your child's ADHD care?
  - a. How did the care manager help in this process? Did you use resources provided by the care manager?
  - b. Tell me about any contact you had with other members of your care team in finding resources.
5. Which services provided by the care manager did you like the most? [Contact with teacher, behavioral health resources, communication with PCP, medication assistance, school services, etc.]
6. What did you find most and least helpful about working with the care manager?
7. I'd like to hear specifically about how you and the care manager communicated – how did that go?

- a. How did you prefer to communicate with care the care manager - email, text, or phone calls for care management?
  - b. How did you feel about your care manager's communication style or tone?
  - c. What worked well?
  - d. What made communicating with the care manager difficult?
  - e. How could communication be improved in your opinion?
8. What got in the way of having care management sessions? [If they did not schedule care management] Tell me what made you decide to not schedule a care management session.
9. If ADHD-Link were funded in the future, what would you want to see more of?
10. Given that we are trying to learn about the outcome of our program, is there anything else about your experience you'd like to share? Do you have any final comments or suggestions for how this program could be improved?

Thank you so much for taking the time to talk to us today!