
APPENDIX: QUALITATIVE INTERVIEW GUIDES

Patient Interview Guide

Introduction

Thank you for agreeing to participate in this interview. My name is _____. I work at Emory University and am helping to evaluate the study program that you took part in.

I am interested in learning about your experiences with your care manager, which is why you were asked to join this discussion. I'm looking forward to hearing about your experiences and thoughts. This conversation will probably last about an hour.

I would like to record today's discussion so that I can go back and review your comments later on. All of your responses will be kept confidential – your names will not be connected to your comments.

Do you have any questions?

Ok, I will start the recorder.

Patient Interview Questions

I'm going to walk you through the different parts of the study program to hear about your experiences at each step. The purpose of the study program is to connect people who come to the emergency room for a mental health reason to outpatient treatment at a local clinic. As I mentioned, we are interested in your feedback on the program so that we see how it is going and provide recommendations for improvement.

First let's discuss your experiences mental health treatment overall.

- When was the first time you went to a clinic for mental health treatment?
 - What prompted you to seek treatment?
 - When did you first receive a diagnosis?
 - What was that like for you?

- When was the last time you went to the mental health clinic?
 - Who did you see while you were there?
 - What services do you currently receive at the clinic?
 - Who do you see when you are there?
 - How hard or easy is it for you to get to the clinic?
 - What makes it easier for you to get to the clinic?
 - What makes it hard for you to get to the clinic?
 - When did you start going to this clinic?

- Please describe what it means to you to be involved in your treatment.
 - How are you involved in your treatment while you're at the clinic?

- How are you involved in your treatment in between appointments?
- In what ways, if any, would you like to be more involved in your treatment?
- If you have not been to the clinic recently, would you like to go back?
 - How would you like to work with your counselor?

Now let's talk about the study program.

- How did you first hear about the study program?
 - What helped you decide to participate in the study program?
 - For the visit when you got connected with the study program, why did you come to the Emergency Room?

- Please tell me about the first time that you talked to your study care manager.
 - Where were you when you first talked to your study care manager?
 - Did you talk to them on the phone or in person?
 - What did you talk about?
 - Describe your interactions with your study care manager. How did you feel after talking with him/her?
 - What was helpful during the first call/visit? What was not helpful?

Now think about your visits and calls with your study care manager.

- How easy or hard is it to get to an appointment with your study care manager?
 - Have you had to pay for any visits with your study care manager? If yes, please explain.

- Describe your interactions with your study care manager.
 - How often do/did you meet or talk with your study care manager?
 - What do you think about how often you meet or talk with your study care manager? Probe: more/less, preferred schedule
 - *[If haven't talked to study care manager in a while]:* Are there any particular reasons that you haven't been able to talk with your study care manager in a while?
 - Probe: Study care manager hasn't reached out/didn't reach out to study care manager
 - Are you interested in reconnecting with your study care manager? Why or why not?
 - What do/did you talk about?
 - What did your study care manager do that was helpful? Not helpful?
 - Which topics were particularly helpful? Not helpful?

- Please describe how you and your study care manager discussed barriers to getting to your appointments.
 - What barriers did you discuss?
 - How helpful was it to discuss your barriers to getting to your appointments?

Now let's talk about goal setting. When you meet, you and your study care manager may have discussed setting goals.

- Please describe how you and your study care manager went through the goal planning process.
 - What goals did you set?
 - Describe the progress you made in meeting your goals.
 - How often did you meet your goals?
- How helpful was this goal planning process? Why?
 - What changes, if any, have you made based on your goals?

If no/little interaction with the study care manager:

- What made it difficult to talk to or see your study care manager?
 - What could be done to make it easier to talk to or see your study care manager?
- Are you interested in connecting with your study care manager again?
 - If no, can you tell me about why you prefer not to talk to your study care manager?
 - If yes, can you tell me why you would like to talk to your study care manager?
 - Would you prefer to have your study care manager contact you or would you like to call the study care manager? Why?

Now please think about your overall experience with the study program.

- How involved in your treatment do you feel with your study care manager?
 - How does this compare to other people you've worked with at the clinic?
 - In what ways could your study care manager support you in being more involved in your treatment?
- Would you recommend the study program to a friend?
 - Why or why not?
- If you could make one significant change to the study program, what would it be?
 - What other changes would you like to see?
- We're now close to wrapping up our discussion. What is the most important thing that you feel you got out of the study program and working with your study care manager?

What else about the study would you like to add that we didn't get a chance to talk about?

Thank you for taking part in our conversation today!

Care Manager Interview Guide

Introduction

Thank you for agreeing to participate in this interview. We are interested in learning about your experiences as a study care manager. This interview is expected to take about 45-60 minutes. I would like to record this conversation so that I can come back to it later and have an accurate account of what we talked about. Is it ok if I record the conversation? Neither your name nor other identifying information will be used when reporting these results.

Do you have any questions before we get started?

Ok, I will start the recorder.

Study care manager Interview Questions

First, I'd like to ask you some general questions about your role at the clinic.

- What is your job title?
 - How long have you worked at the clinic?
 - How many hours a week do you work?

- What is your typical day like?
 - How many patients do you see?
 - What are your typical duties?

- Please describe what it means to you for your patients to be engaged in their treatment.
 - What is their involvement while they are at the clinic?
 - What is their involvement in between appointments?
 - In what ways, if any, could your patients be more involved in their treatment?
 - What helps patients to engage in their care?
 - What barriers prevent patients from engaging in care?
 - What ways, if any, could the CMHC further support patients to engage in care?

- In general, for patients coming from the Emergency Room, what is the process for getting an appointment at the clinic?
 - How easy or hard is it for them to make an appointment?
 - *For CMs with a role in the ED:* How do you interact with patients in the ED?
 - How do you work with other ED staff?

Now, I would like to ask you some general questions about being a study care manager for our program.

- What helped you decide to become a study care manager?
- How well do the study care management tasks fit in with your regular work?
 - What challenges have you had?

- What has been easy to work in?
 - Probes: scheduling, sessions, calls, forms.
 - How well do the study care management tasks fit in with your role as a _____ (counselor/therapist, PSS, etc)?
 - How much time do you spend doing study care management tasks each week?
 - How do you feel about the time commitment?
 - What could make it easier to fit the study care management tasks into your day?
 - *For experienced CMs*: How has this changed over your time as a study care manager?
- Describe how the billing process has gone for your study care management tasks.
 - What challenges have you had?

I'd like to walk through the different parts of the study program to hear about your experiences at each step.

First, let's talk about the Treatment Linkage phone call with the patient.

- Describe the process of getting connected with the patient.
 - At what point do you usually connect with the patient? (While the patient is in ER, after (how soon after)?)
 - What works well?
 - What doesn't work well?
 - *For CMs with a role in the ED*: In what ways do you help identify patients for the study program?
 - How do you describe the study to them?
 - How do you get them connected with study staff?
 - What challenges do you encounter? What works well?
- What do you usually say to a patient during the Treatment Linkage call?
 - How do the patients respond?

Next, let's talk about the Initial Visit with the patient at the mental health clinic.

- Describe the process of getting the appointment set up and what happens when the patient is there.
 - What works well?
 - What doesn't work well?
- What do you and the patient usually discuss?
 - How do the patients respond?
- What barriers do your patients face in getting and attending the Initial Visit appointment with you?

- What barriers do your patients face in getting and attending appointments with a psychiatrist (or nurse practitioner?) at the mental health clinic?
- How often do your patients attend their psychiatrist appointments?

Now let's talk about the follow-up sessions with the patients at the clinic or over the phone.

- Describe the process of getting the appointment set up and what happens when the patient is there.
 - How easy or difficult is it for patients to keep their appointments?
 - How does the follow-up schedule differ, or is similar to, engaging with other patients on your case load?
 - What works well?
 - What doesn't work well?
- What do you and the patient usually discuss?
 - How do you and the patient decide what topic to discuss?
- Describe how you walk them through goal planning.
 - What types of goals do your patients make?
 - What progress do your patients make toward achieving those goals?
 - How do the patients respond?
- What changes, if any, have you seen in your patients over the course of the program?
- *For experienced CMs*: How has your delivery of the study program changed, if at all, over time?

Now, please think about your overall experiences in the study care management program.

- What support or training would be helpful to you?
- Would you recommend the study program to other patients if you could?
 - Why or why not?
- Would you recommend the study program to other colleagues who might become a study care manager?
 - Why or why not?
- If you could make one significant change to the study program, what would it be?
 - What other changes would you like to see?

We're now close to wrapping up our discussion.

- What do you feel that your patients get out of the study program?
- What do you get out of being part of the study program?
- What else about the study program would you like to add that we didn't get a chance to talk about?

Thank you so much!