**Interview Guide for use with St. John Bosco Clinic Administrators**

**Basic Information**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Location:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Interviewer:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Participant ID:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Interview Start:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Interview End:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Introduction**

Hello. My name is (name) from the University of Miami Miller School of Medicine, Department of Public Health Sciences. We’re meeting today to discuss the new text messaging referral method that was recently implemented at SJBC. As a reminder, the goal of this program was to have healthcare providers from your clinic connect patients to a health behavior text messaging program through the implementation of a referral scheme.

As you are a key leader in the implementation of this referral scheme, we would like to ask you some questions regarding the implementation process of the text messaging program as well as the support and willingness to adopt this approach at the clinic. We urge you to be honest in your responses as we value your opinion regarding this referral scheme.

This interview may take up to 45 minutes to complete. Any response you provide will be strictly confidential and no identifiable information will be distributed. Also, I want to inform you that we will audio record this interview. All recordings will be kept on a password-protected file and only members of the research team will have access to these recordings. This data may also be used for publication.

[Consent Form]

Do you consent to participate in this interview and to have this interview recorded?

[Hand participant consent form. Will not start interview until it is signed.]

**Intro Question:**

*Question 1*: Has SJBC ever implemented a referral scheme in the past? If, so what has made the implementation of a referral scheme successful at SJBC? Compare and contrast if you have participated in more than one program.

Prompt: How (if at all) have these referral programs involved your healthcare providers?

Prompt: How have you supported your healthcare providers in implementing these programs?

**Design of Referral Scheme:**

*Question 2*: In regards to the text messaging referral method, how did you feel when the strategy of implementing this healthcare provider referral scheme was first introduced to you?

Prompt: What was it about the strategy to implement this referral scheme that motivated or drove you/the clinic to adopt it?

Prompt: What were your expectations upon agreeing to implement the referral scheme to connect patients to a health behavior text messaging program?

*Question 3*: How did you/your clinic decide to adopt the text messaging program?

Prompt: Who did you discuss this with and/or did you get consensus to implement?

**Implementation:**

*Question 4*: What are your thoughts regarding the implementation of a referral scheme?

Prompt: Did you like the process of implementing the referral scheme? If yes or no, tell me why or why not.

Prompt: Can you give me any pros and cons about the implementation of the referral scheme?

*Question 5*: What was your role in the implementation of the healthcare provider referral scheme?

Prompt: How (if at all) were you involved in any adaptations made regarding this referral scheme?

*Question 6*: From your perspective, how did the healthcare providers respond to implementing the referral scheme?

Prompt: How did you address any problems or concerns the healthcare providers expressed?

Prompt: Describe your communication with the physicians regarding this referral scheme?

**Outcomes:**

*Question 7*: Overall, what are your perspectives on implementing a healthcare provider referral scheme to connect SJBC patients to text messaging programs at the clinic?

Prompt: How useful was the healthcare provider referral strategy?

Prompt: What would you do differently in the future?

Prompt: How could the implementation process be made better?

**Future:**

*Question 8*: Thinking of the current infrastructure of the clinic (i.e., personnel, allocated responsibilities, method of tracking patients) what might be needed for long-term maintenance of the referral method?

**Conclusion:**

Thank you for your time and feedback. As a reminder, your responses to these questions are strictly confidential and no identifiable information will be accessible to anyone but the research team. Do you have any additional feedback you would like to offer us?

If no, “Again thank you for your time.”

**Interview Guide for use with St. John Bosco Clinic Healthcare Providers**

**Basic Information**

**Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Location:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Interviewer:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Participant ID:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Interview Start:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Interview End:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Hello. My name is (name) from the University of Miami Miller School of Medicine, Department of Public Health Sciences. We’re meeting today to discuss the new text messaging referral method that was recently implemented at SJBC. As a reminder, the goal of this program was to have healthcare providers from your clinic connect patients to a health behavior text messaging program through the implementation of a referral scheme.

As you were a key facilitator in the implementation of this referral scheme, we would like to ask you some questions regarding the implementation of the text messaging program, training process, referral method, as well as the support and willingness to adopt this approach at the clinic. We urge you to be honest in your responses as we value your opinion regarding this referral scheme.

This interview may take up to 45 minutes to complete. Any response you provide will be strictly confidential and no identifiable information will be distributed. Also, I want to inform you that we will audio record this interview. All recordings will be kept on a password-protected file and only members of the research team will have access to these recordings. Any response you provide will be strictly confidential and no identifiable information will be distributed. The results from this study may be used for publication.

[Consent Form]

Do you consent to participate in this interview and to have this interview recorded?

[Hand participant consent form. Will not start interview until it is signed]

**Intro Question:**

*Question 1*: The purpose of this referral scheme is to connect patients to a text messaging program that is designed to educate and motivate behavior change in physical activity or nutrition. How knowledgeable do feel about the text messaging programs?

Prompt: What could have been done to improve your knowledge on the text messaging programs?

**Introduction Phase:**

*Question 2*: What was your initial reaction when informed that SJBC would be participating in this referral scheme to connect patients to a text messaging program?

Question3: How did you feel about referring your patients to a text messaging program?

**Training Phase:**

*Question 4*: Tell me about first impressions of your experiences with the training process for this referral method.

Prompt: What did you learn?

Prompt: How helpful, useful, and/or informative (if at all) was the training process?

Prompt: Was there any information missing/left out or unclear?

Prompt: What did you think of the training materials provided to you (manual)?

**Referral Process:**

*Question 5*: How did you bring up the text messaging program to your patients during the appointment?

Prompt: At what point during the patient visit did you feel it was appropriate to refer patients to the text messaging program?

Prompt: What might make patients more likely to participate in a text messaging program?

Prompt: What was your rationale for choosing either of the text messaging programs (PA, nutrition, PA+nutrition)?

*Question 6:* Why do you think patient’s participation in the program is more effective when follow up calls were conducted versus the patient initiating the text themselves as indicated in the referral card?

*Question 7*: What do you think about the materials/resources provided?

Prompt: What do you think about the referral card?

Prompt: What do you think about the brochures in the offices?

Prompt: What do you think about the amount of information provided to patients about the text messaging program?

Prompt: What information should be included or left out, if any?

Prompt: How did you feel about the consent form that accompanied the referral card?

* Do you think it is useful or a hindrance?
* Do you think the patients understand the consent form?

*Question 8*: What do you think about tracking referrals using the Electronic Health Record (EHR)?

**Resources**:

*Question 9*: How did the clinic’s administration support the use of a referral scheme to connect patients to a text messaging program?

Prompt: What could have the clinic’s administration done differently?

Prompt: What would make the clinic more conducive to the use of a referral scheme to connect patients to a text messaging program?

*Question 10*: Were there specific steps or processes that you found were difficult in implementing this referral process?

*Question 11*: What do you think would make a referral to text messaging programs easier and/or more efficient in the future?

**Conclusion**

Thank you for your time and feedback. As a reminder, your responses to these questions are strictly confidential and no identifiable information will be accessible to anyone but the research team. Do you have any additional feedback you would like to offer us?

If no, “Again thank you for your time.”