

Semi-Structured Interview Instrument: Key Leaders

ID: _____ Date: _____ Location: _____ Interviewer: _____

1. Introduction: Interviewers & HITEC

“Hello, I’m [researcher name], a member of the Division of Quality and Medical Informatics.

“We are researchers with the Health Information Technology Evaluation Collaborative or HITEC. HITEC is an independent, third-party consortium of four major NY State universities and nationally recognized experts in health IT, led by XXXX.” HITEC has been contracted by New York State to evaluate the initiatives conducted by all of the HEAL 5 grant recipients. Today’s interview will focus on your experiences and thoughts about the clinical transfer of care form developed by CCITI NY as its HEAL 5 initiative.”

2. Oral Consent >>See *Oral Consent Script for Participants*.

3. Background

- 1) What is your current job title with (...organization)? _____
- 2) How long have you worked with (...organization)? _____
- 3) How would you describe your role with this initiative?

4. Potential Value and Costs (Net Benefits)

- 1) What benefits result from the CC-Transfer Form?
- 2) What drawbacks result from the CC-Transfer Form?
- 3) How do you measure the CC-Transfer Form’s value?

5. System Quality

- 1) What [tech/org] challenges exist when implementing the CC-Transfer Form between hospitals and nursing homes?
- 2) What [tech/org] challenges exist when implementing the CC-Transfer Form between RHIOs, XXXX, and CCITI NY?
- 3) What [tech/org] capabilities are necessary to implement the CC-Transfer Form system?

6. Information Quality

- 1) How have data standards informed the development of the CC-Transfer Form?
- 2) How have potential users informed the development of the CC-Transfer Form?
- 3) How are privacy and security concerns being addressed?
- 4) What have been the challenges with incorporating clinical decision support into the CC-Transfer Form? (Only interviewees with “technical” experience)
- 5) What is the CCITI New York governance structure that oversees modifications to the CC-Transfer Form, including CDS?
 - a. Probe: How does the CCITI NY carry out any modifications?
- 6) What have been the challenges with maintaining data integrity?

7. Service Quality

- 1) What challenges exist when providing user support?
- 2) What kinds of feedback inform the user support services that are provided?

8. Intentions to Use and User Satisfaction

- 1) What considerations are being made to integrate the CC-Transfer Form into clinical workflow?
- 2) What CC-Transfer Form capabilities do you think providers intend to use most?
- 3) What CC-Transfer Form capabilities would not be a surprise if providers rarely use them?

9. Accomplishments and Lessons Learned

- 1) How generalizable is CCITI NY’s organizational model for achieving HIE?
- 2) What are the takeaways from the CCITI NY project?

Thank the respondent, and ask if we may contact later for clarification, if needed.