

**DREAM Initiative**  
**Key Informant Interview Guide Template for:**  
**Implementing Community Health Workers**

Thank you for taking the time to meet with me today. We are conducting an interview of staff and partners involved in the implementation of the DREAM Atlanta Program. We are very interested in your opinions about factors that may make it easier or more difficult for DREAM to be successful. By talking with people who have been directly involved through this intervention we can identify potential challenges and solutions to improve the program in the future.

In order to be sure that we accurately reflect your thoughts about this important issue we would like to record this discussion. After the meeting we will transcribe the discussion and then destroy the tape. Your name will not be attached to any recording, written transcript, or report. If there are any questions you do not wish to answer you are free to decline to answer.

We will ask a set of questions pertaining to your experience with DREAM from the start until now. Before we begin, do you have any questions?

## **QUESTIONS**

### Intervention Characteristics/Characteristics of Individuals

1. **Adaptability:** Throughout the intervention, how did you adapt or tailor the program components to meet participant needs? (*An example of you adapting could be moving from in-person work to using Zoom for work.*)
  - *Probe: What challenges have you encountered due to any adaptations that you made?*
    - *Probe: Can you describe any challenges specifically related to using ZOOM to communicate with the participants?*
    - *Probe: What were some of the advantages of using ZOOM to reach out to the participants?*
  - *Probe: What are your thoughts on any support that you might have received when it comes to adapting or tailoring the program components? Some examples of support could be getting proper training and/or developing new skills*
2. How do you feel about the structure of the sessions (*e.g., number of sessions, length, complexity*)?
3. What are your thoughts on the protocols for participant recruitment?
4. What are some successful recruitment strategies that have you used?
5. What challenges have you faced when recruiting?
6. How effective were the recruitment strategies you used and the adaptations you made? Did you change your recruitment strategy/approach from Round 1 to Round 2? How?
7. What challenges have you faced during Ramadan (*e.g., participant availability, changes in behaviors, weight gain*)?
  - *Probe: How have you overcome these challenges?*

8. **Complexity:** Tell me about the process to implement the program according to the current protocols?
- *Probe: Did you find it easy/hard? Why?*
  - *Probe: What are your thoughts about using REDCap for program tracking, and how have they changed over time?*
    - *Probe: How useful is REDCap? How difficult is it? Do you prefer to use paper forms or REDCap when conducting surveys and follow-ups?*

9. **Relative advantage:** I am going to ask you about the usefulness/importance/impact of the different intervention components to address diabetes and hypertension in the South Asian community:

- How did you feel about group education sessions?
- What about the individual follow-up meetings (eg. Action plans, bi-weekly progress notes)?
- What about the short videos developed on key curriculum content and physical activities?
- What about other program activities, such as the cooking demonstrations and physical activity/dance workshops?

Are there any components of the program that were not helpful?

What other components could we add that might be helpful?

10. **Referrals:** What impact do referrals have on your role as CHWs?
- *Probe: How do you identify resources?*
  - *Probe: What are the most common concerns that you typically address?*
  - *Probe: How do you tailor your referrals to the individual needs of your clients?*
  - *Probe: Is there anything that can help you in making referrals?*
11. **Effect of Pandemic on Intervention:** What was the impact of the pandemic on the program?
- *Probe: How do you feel the pandemic affected your ability to effectively communicate with and meet participant needs?*
  - *Probe: What were some of the best ways to communicate with your participants during the pandemic?*

### Inner Setting

12. **Networks and communication:** How do the staff in different components of the program (CHWs, research team, PCP staff) communicate with each other?
- *Probe: What kinds of things are discussed at meetings, and has this changed since you started? How can these meetings be improved?*
  - *Probe: Who would you go to in the organization when you need help with a problem?*
  - *Probe: Do you feel that you would have benefited from having access [site PI] and other physicians at [site]? If so, how?*
    - *Probe: What could be done to improve your access to clinical staff?*

**13. Learning climate:** In what ways was your input valued by [Site PI and site coordinator], and has this changed since you started?

- *Probe: Do you feel that they provide the time and space for reflection to improve DREAM? How can this aspect be improved?*
- *Probe: Do you feel included in the decision-making process for DREAM? What can be done to ensure you feel more included in this process?*

**14. Digital Literacy:** Can you describe what kind of in-person training you received in preparation to host virtual sessions and document research activities electronically?

- *Probe: How frequently did you meet for the training? How many weeks was it? Can you list skills that you learned, if any? How did the in-person training compare to your actual experiences once working alone at home?*

**15.** Can you describe the virtual training you received in order to prepare to perform research activities?

- *Probing examples: data entry, sending calendar invites, uploading consent forms, reviewing reports, etc. How did the virtual training on digital literacy compare to the in-person training?*

**16.** What was your digital literacy level (e.g., Knowledge of use of computers, etc.) prior to starting this work?

- *Probe: What were the hardest things for you to learn?*
- *How did enhancing your digital literacy help you to be more successful in the program?*
- *Can you describe what technology skills you learned over the course of the project?*
- *What kinds of trainings in digital literacy would be helpful for new community health workers?*

## **17. Readiness**

Available resources: What kind of training have you received to implement DREAM?

- *Probe: Since you started, what new training do you think will help you to better implement DREAM?*
- *Probe: Do you feel that you are provided with the necessary resources for successful implementation?*
- *Probe: Do you feel you have the appropriate technology resources (computers, tablets, internet connection) to communicate with and meet the needs of the participants?*
- *Probe: Have the resources provided to you changed since you started? What additional resources would you say you would need to support your roles and responsibilities?*

### Outer Setting

18. **Patient needs and resources:** Would you say that participant needs are prioritized by [Site PI and site coordinator]? Could anything else be done to prioritize participant needs (e.g., healthy eating habits, physical activity, stress management, diabetes literacy)?
19. **Cosmopolitanism:** How would you say DREAM engaged community organizations? Has there been any changes since you started?
- *Probe: Are there other agencies DREAM should be collaborating with that would make the program successful?*

### Learning Exchange Outcomes

20. What do you think is the most important aspect of the time you spent with NYU CHWs? (i.e., learning about recruitment or learning about time management)
- *Probe: How has your needs and/or relationship with your mentoring CHW changed over the course of the intervention?*
  - *Probe: What is the most effective way for you to communicate with the NYU CHW team (e.g., e-mail, phone calls, Zoom meetings, text messaging)?*
  - *Probe: How has your experience with mentoring CHWs affected your ability to deliver the intervention and meet participant needs?*
  - *Probe: How did you apply the skills you learned from attending the TA sessions to the sessions that you led with the participants?*
21. What are the qualities that you think are most important in a CHW Trainer?
- *Probe: responsiveness, attitude, experience, facilitation style?*
  - *Probe: Does it matter if the CHW trainer has a similar demographic profile as you (i.e. gender, years living in the United States, education background, etc.) Why or why not?*
22. What are the most important skills that a CHW trainer needs for the role? (i.e.: communication, conflict resolution, REDCap training, etc.).
23. Can you describe an example where the mentoring CHW trainer helped encourage the group during a rough period?
- (Probe: did it include any one-on-one meetings, longer or more frequent meetings, positive words, adaptations to the format of the TA meetings?)*
24. In your opinion, did the NYU team give the mentoring CHW trainers enough knowledge and preparation to lead the [site] TA meetings? *(Probe: why would you say (yes or no)?)*
- *Probe: What suggestions do you have for the NYU team to do in the future to help the mentoring CHW trainers be better in their roles?*

25. Program Improvement/Replication: If we were to replicate (copy) this program in a different location, what suggestions do you have to improve this model?

- *Probe: Would you keep these the same, or how would you change them?*
  - *Initial in-person training*
  - *Weekly/biweekly mentorship sessions*
  - *Session practice*

Wrap-up

26. Are there any other challenges to implementing the DREAM program or anything else you would like to discuss?

- *Probe: What additional resources are needed?*
- *Probe: What additional support do you need?*

Thank you very much for your willingness to discuss these issues. Thanks again for your time and valuable insights.