

## **KEY INFORMANT INTERVIEW GUIDE**

In this interview, I will be asking you questions about your involvement in setting up the health program to manage diabetes and improve health behaviors among South Asian patients with uncontrolled diabetes at your practice.

1. What is your position/role in the practice?  
(prompts: Provider, eg. physician, nurse; Clinic Manager, eg. Front Office, Back Office (e.g. Billing), Office Manager; Community Health worker (based in a practice setting / not based in a practice setting))

### Program Adoption

1. Please share some background information about the implementation, or start, of program at your practice.
  - a. What was your role in starting the program at your practice?  
Probes – champion, key contact for study team
  - b. Why did you decide to get involved in this program?
  - c. What/who helped create support for the program at your practice?

### Implementation Process

1. These next questions ask about the steps taken to start the program at your practice.
  - a. Staff:
    - i. How were staff involved in the project and what were their roles?
    - ii. What helped you/staff to participate? (e.g. Incentives, resources, schedule)
    - iii. Who was involved in making the decisions about how to structure the program at your practice?
    - iv. How do you think the organizational structure of your practice helped or hindered the start of the program?  
Probes – leadership structure, presence of a health committee/women's ministry
    - v. Do you feel the respective roles of physicians, CHWs, and other members of the team were clearly understood and respected during the implementation of this project? Explain.
  - b. Promotion: How was the program promoted?  
Probes – flyers, letters
  - c. Resources:
    - i. Did your practice provide any resources for the program? If so, which were most effective for starting the program? (see below list of probes)
    - ii. Were there enough resources for the program? (see below list of probes)Probes: Space, program equipment/materials, staff, training, leadership support, IT/technical support, incentives, medical professionals, time/effort, inclusion of research team/CHWs in staff meetings
  - d. Delivery:
    - i. How closely did staff follow the program? Was it delivered the way it was meant to be delivered?  
Probes: adherence to EHR and CHW intervention protocols, regular and timely registry reports, use of alerts, consistent schedule, health education and counseling, goal-setting, patient follow-up

- e. Outreach/Retention: Did you provide support for recruitment or retention? If so, how?  
Probe: Was the program combined with any complimentary activities or strategies at the practice? If so, what were they?
- 2. I would like to talk about how you made the structure of the program work better for your organization.
  - a. Did you make any changes to the program to make it work better for your organization? If so, how?
    - i. For example, gender sensitivity → separate spaces/programs for men/women

#### Efficacy

- 3. Was the program seen as a success at your practice?  
Probes:
  - i. Was the program seen as a benefit to the practice/community? How so?
  - ii. Were you satisfied with the workflow around diabetes management and weight loss implemented by the intervention?
  - iii. Do you believe there was a change in CHW intervention participants' attitudes and/or behaviors about health as a result of this program?
  - iv. Did participants share any feedback about the program?
- 4. What was the most significant challenge you experienced while starting the program?
  - a. How did you overcome this challenge?
  - b. Did the program produce any unintended negative consequences?  
Probes: conflicts with time/space

#### Sustainability and Maintenance

- 5. Do you / does your practice plan to continue the program? Why/why not?
  - a. If not, what is needed to sustain the program (keep the program going) at your practice?  
Probes: more training, more staff/volunteers, support from leadership, reimbursement
- 6. Do you have any suggestions for how to improve the program?
- 7. Do you have any suggestions for how to replicate this model for other clinical settings and communities?
- 8. Do you believe the project findings would motivate payer organizations to reimburse CHW services?

Thank you again for taking the time to participate in this interview and sharing your experiences with me.