

CHW Exit Interview Guide

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

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

Reach

1. Based on your experiences with the program, were the participants that you worked with representative of the target population? Why or why not? (prompt: demographics, race/ethnicity)
2. What are your thoughts on this program's protocols for participant recruitment?
 - a. *Probe: What are some successful recruitment strategies used by the clinic/team?*
 - b. *Probe: What challenges did the clinic/team face when recruiting? How were these addressed, or do you have any suggestions to improve these?*
 - i. *Prompt: (eg. Updates to add a call 24 hours after provider enrolls in RPM to explain the study, have CHWs make the first call)*
 - c. *Probe: Do you have any other feedback or suggestions regarding recruitment strategies (prompt: partnership with MAs, providers, nurses, PFs)?*
3. How would you say the program engaged community organizations? Have there been any changes since you started?
 - a. *Probe: Are there any specific agencies the program should be collaborating with, but have not, that would make the program successful?*
4. Did participants tell you that they shared any of the knowledge they gained from participation in this program with family members, friends, other community members, etc.?

Effectiveness/ Efficacy

1. How do you think the program worked for Black patients with hypertension attending NYU Langone medical facilities?
 - a. *Probe: What impacts, if any, did the program have on your patients?*
 - b. *Probe: Do you think the program improved the quality of life/health/healthcare access/hypertension control, for your patients, etc.? Why or why not?*
2. Did the program improve the quality of life/health/healthcare access/hypertension control, etc. for family members of patients and/or other community members? Why or why not?
3. *Differentiate by site:*
 - a. Did the program help participants [at Laurelton] overcome barriers to healthcare, in order to improve hypertension management? If yes, how? If no, why not?
 - i. Do you think being on site was helpful in providing assistance? In what way?

- b. Did the program help participants [at ACWS] overcome barriers to healthcare due to racial discrimination in order to improve hypertension management? If yes, how? If no, why not?
- 4. Unintended consequences
 - a. Did the program have any positive consequences for patients or clinics that you may not have expected? If yes, please explain.
 - b. Are you aware of any unintended negative consequences of the program? If so, what are they and why?
Probe: impact of onsite CHWs versus use of virtual workflows
- 5. Thinking about the usefulness/importance/impact of the different program components (e.g., remote BP monitoring, Nurse Case Management, Social Determinants of Health Support, and CHW facilitation/support) to address hypertension in the Black community...
 - a. What do you think is the usefulness and impact of the CHW education sessions?
 - b. What do you think is the usefulness and impact of the individual follow-up meetings (eg. *Action plans/goal setting, bi-weekly check-up sessions*)?
 - c. How much of an impact did the community referrals have in this program?
 - i. *Probe: How do you feel about the process used to identify patients' social needs? Was the process effective?*
 - ii. *Probe: How do you identify community and social service resources to address patient needs?*
 - 1. *Did you use a particular directory or database (e.g. HiteSite) or your own network?*
 - iii. *Probe: What are the most common concerns that you addressed?*
 - iv. *Probe: Were there any concerns you were unable to address? If so, why? (eg. no resources available, need more training to address, etc.)?*
 - v. *Probe: How did you tailor your referrals to the individual needs of your clients?*
 - vi. *Probe: Is there anything else that helped in making the referrals process simple and effective?*
 - vii. *Probe: Did you work with other partners (i.e. nurse case managers, etc.) to meet the needs of your clients? If so, how?*
 - viii. *Do you have any other feedback or suggestions regarding referrals?*
 - d. [For patients at ACWS], how useful were the program activities and discussions related to coping strategies to manage stress resulting from racial discrimination? Is there any way this can be improved?
 - e. Did you hear any feedback from patients related to the nurse case manager calls or sending the readings taken using their remote blood pressure monitor? If so, what did patients say about this part of the program? Do you have any suggestions for how we can improve patient engagement with the nurse calls and with the remote blood pressure monitor readings?
- 6. According to the patients, were there any program components that were less helpful?
- 7. What other components could we add that might be more helpful?

8. Thinking about the different program components, would you say that participant needs are prioritized by the program (including by the research team and by the clinical team)?
 - a. Could anything else be done to prioritize participant needs?

Adoption

9. How accepting do you think patients were of the program by nurses? How accepting do you think patients were of the program by CHWs?
 - a. *Probe: What factors do you think determined whether patients were receptive to (or accepting of) the nurses delivering the program? How did they view the nurse component?*
 - b. *Probe: What factors determined whether patients were receptive to (or accepting of) the CHWs delivering the program? How do you think patients viewed having the CHW assist them throughout the program?*
10. Were the primary care site(s) that you worked with accepting of the program? Why or why not?
 - a. *Probe: What factors do you think determined whether primary care sites were accepting of the program?*
11. Based on your observations, can you explain how the primary care site(s) you worked with did or did not utilize the program components?
12. In your opinion, does the program align with the organizational mission (eg. Mission of the clinics, NYULH)? Why or why not?

Implementation

13. In your opinion, what were some of the challenges patients experienced in participating in the program?
 - a. *Probe: Were there any cost implications for patients? Eg. Time commitment/ availability? Digital literacy?*
14. What items or resources were the most successful incentives for patients to participate in the program?
15. What resources did you receive to implement the program? (Think about both internal and external resources.)
 - a. *Probe: Do you feel that you were provided with the necessary resources for successful implementation?*
 - b. *Probe: Do you feel you were provided with the appropriate technology resources (computers, tablets, internet connection) to communicate with and meet the needs of the participants?*
 - c. *Probe: Have the resources provided to you changed since you started?*
 - d. *Probe: What additional resources would you say you would need to support your role and responsibilities?*
16. How did visiting the primary care clinic(s) in person help you engage patients in the program?
 - a. *Probe: How were patients who you met in person different from the patients who you only met virtually? Did you notice any difference in terms of how they participated in the program?*

17. What kind of training did you receive to prepare you for your role? (Some examples of trainings include Motivational Interviewing, HTN knowledge, EPIC, and virtual training such as REDCap data gathering/entry, sending calendar/Zoom invites, etc.)
 - a. *Probe: Looking back, what additional training do you think would have helped you to better implement the program?*
 - b. *Probe: How has your digital literacy level (e.g., Knowledge of use of computers, EPIC etc.) prior to starting this work changed since your involvement in this project?*
 - c. *Probe: Regarding REDCap, how useful was REDCap for program tracking? How difficult was it to learn? How do you feel about it now? Are there any changes in the forms you would like to see that would have made data entry easier? Do you prefer to use paper forms or REDCap when conducting surveys and follow-ups?*
 - d. *How do you feel about using EPIC? Is there anything you would like more training on related to EPIC?*
18. How easy or challenging was it to follow the program protocol to implement the program the way it was intended?
 - a. *Probe: Did the protocol(s) make sense? Why or why not?*
19. *How did you adapt or tailor the program components to meet participant needs? (An example of you adapting could be changing the content of an educational session for the following week based on participant feedback.)*
 - a. *Probe: Did you experience any challenges making changes or after any adaptations that you made?*
20. How do you feel about the structure of the patient health education sessions? (e.g., number of sessions, length, complexity)?
 - a. *Probe: Do you think we should keep the curriculum at 3 sessions or change it back to 5 sessions as initially planned?*
 - b. *Probe: Do you think we should make more effort in delivering the sessions in a group setting rather than one on one? Why or why not?*
21. How do you feel about communicating with the nurses and pharmacists when it comes to patient needs?
 - a. *Probe: how effective was using EPIC's secure chat with the clinical team? Do you think there should be a better protocol when communicating patients' needs/requests?*
 - b. *Probe: How effective was communicating with the clinical team via email? Do you think there should be a better protocol when communicating patients' needs/requests?*
 - c. *Probe: What method would you use to communicate with the nurse/pharmacists (EPIC secure chat, email, phone, in person)?*
 - d. *Probe: Do you feel that you would have benefited from having more access to physicians, nurses, or other clinical staff at any of your sites? If so, how?*
 - e. *Probe: What could be done to improve your access to or communication with clinical staff?*
22. *How did the clinical team communicate with CHWs?*
 - a. *Probe: What kinds of things are discussed at clinic staff meetings (either in-person or virtually), and did this change since you started? How can these meetings be improved?*
 - b. *Probe: Who from the clinical team would you go to when you need help with a problem?*
23. *In what ways was your input valued by the research team, and has this changed since you started?*

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

Maintenance

- 24. What are some factors that may help to successfully maintain (or sustain) the program within NYULH primary care practices long-term?
 - a. *Probe (**general**): (Think about patients' access to resources, organizational buy-in, partnership with practice site clinical team, etc.)*
 - b. *Probe (**Related to racial discrimination**): (Think about healthcare practice policies for addressing racial discrimination and access to care, patients' access to resources, organizational buy-in, partnership with practice site clinical team, etc.)*
- 25. What are some barriers that may impede the program from being successfully maintained within NYULH primary care practices long-term?
 - a. *Probe (**general**): (Think about patients' access to resources, organizational buy-in, partnership with practice site clinical team, etc.)*
 - b. *Probe (**Related to racial discrimination**): (Think about coping with racial discrimination, healthcare practice policies for addressing racial discrimination and access to care, patients' access to resources, organizational buy-in, partnership with practice site clinical team, etc.)*
- 26. In your opinion, how likely is it that the program will become part of routine practice within NYULH primary care clinics?
- 27. If we were to replicate (copy) this program in a different location or setting, what suggestions do you have to improve this model?
 - a. *Probe: Would you keep the following components the same, or how would you change them?*
 - i. *Initial in-person training / orientation at the site*
 - ii. *Integration of CHWs in a clinic setting*
 - iii. *Communication between CHWs and the clinical team*
 - iv. *Other component (describe)*

Final Thoughts

- 28. Are there any other comments related to implementing the program or anything else that you would like to discuss?