

ADHERE Participant Exit Interview Guide

Introduction: Thank you for taking the time to participate in this interview. We are looking forward to learning about your experience as a participant in the ADHERE program. Your feedback today will help us to understand what worked well and what didn't work as well so that we can improve our program for future participants.

Motivation to Participate

CORE QUESTIONS	PROMPTS
<p>1. Why did you decide to participate in this program? What are your goals?</p> <p>a. [For participant who was active in the program]: What helped you to continue to participate in joining sessions/calls in this program?</p> <p>OR</p> <p>[For participant who was not active in the study]: What made it difficult for you to participate in joining sessions/calls in this program?</p>	<p>What drew you to the program?</p> <p><i>For example, was it: Monitoring your blood pressure from home, calls with a nurse, calls with a CHW, health education, or something else?</i></p>

Satisfaction with Program Design / Logistics

CORE QUESTIONS	PROMPTS
<p>2. How do you feel about the content (information) that was presented by the community health worker (CHW) at each education session?</p> <p>Would you have liked to see information about something else? If so, what?</p>	<p>Was the information presented:</p> <ul style="list-style-type: none"> - Informative - Useful - Comprehensive / complete (eg. Do you feel any topics were missing?) <p>How satisfied were you with the session content?</p>
<p>3. How do you feel about the format and number/frequency of the 3 health education sessions? (ie: <i>monthly for 3 months, virtually via Zoom, group-based vs. individual meetings</i>)</p>	<p>How often did you join health education sessions? (eg. monthly?) Would you have wanted them more or less frequently?</p> <p>How long were the sessions you joined? Would you have wanted them longer or shorter (or just right)?</p> <p>How did you feel about virtual meetings on Zoom?</p> <p>Any challenges? Were the Zoom sessions easily accessible?</p>
<p>4. How do you feel about the format and number/frequency of follow-up phone calls with the CHW? (ie. <i>Bi-weekly calls for 3-6 months</i>)</p>	<p>How often did you have phone calls with the CHW? (eg. Weekly/every 2 weeks?) How long did you normally stay on the phone with your CHW? Would you have wanted them more or less frequently?</p>
<p>5. How satisfied were you with the health coaching and goal setting phone calls provide by the CHW?</p> <p>Did the CHW(s) help you set and achieve your goals?</p>	<p>Do you have any comments or suggestions for the CHW related to helping you meet your health goals?</p>
<p>6. Were you referred to any community resources by your CHW? If yes, which one(s)?</p>	<p>Did the CHW connect you to the right community resources or programs (e.g. food banks, transportation resources, housing resources)? Why or why not?</p>

a. Did the CHW help you meet your needs related to, for example, food, housing or transportation, if any? How satisfied were you with the CHW referrals?	What, if anything, could have been more helpful?
7. How would you describe your relationship with the CHW ? a. Was the CHW accessible/easy to reach? Why or Why not? Were you available during the times that the CHW contacted you? b. Were you satisfied with the communication with the CHW ?	Did the CHW: - Treat you with respect? - Answer your questions? - Provide assistance as needed? - Follow-up as needed?
8. How did you feel about taking your blood pressure from home using the study BP monitor ? Did you experience any challenges with the blood pressure device?	Was it difficult to: - Connect the blood pressure device? - Use the device to take your blood pressure? - Remember to take your blood pressure?
9. How did you feel about your phone calls with the nurse or pharmacist ? a. How satisfied were you with your interactions with the nurse or pharmacist?	Was the information provided: - Informative - Useful - Comprehensive / complete (eg. Would you have liked to discuss anything else?)

Learning and Application

CORE QUESTIONS	PROMPTS
10. Has the program helped you meet your goals? a. What factors helped you to achieve your goals? Why? b. What made it difficult for you to achieve your goals? Why?	Did you get what you were hoping to out of this program? <i>[e.g., health benefits, lower BP, adherence]</i> Why or Why not? Can you name something that you got out of this program that you were not anticipating? <i>[Probe: non-health benefits, e.g., feel empowered/control over life; more connected/ friendships/social support etc.]</i>
11. In what ways have you applied the information/skills you learned from the program to your daily life? a. (if patient says it was challenging): What barriers have you faced when applying the information you learned to your daily life?	How have your behaviors changed since you started the program? <i>[e.g., the way you eat/cook/ grocery shop/ exercise/ manage stress/ seek medical care/etc.?)</i>

[For participants at the RD Site (ACWS)]:

12. How did you feel about how the program discussed racism and racial discrimination in health or in the clinical setting?	Did the program capture your views on racial discrimination / racism in health? Why or Why not? How did it capture it?
a. How did you feel about having discussions on racism and racial discrimination? Do	Did the program do a good job at explaining how racism and hypertension are related?

you prefer discussing this topic individually (1 on 1) or in a group setting?	Why or Why not?
13. Sometimes people face stress related to experiences of discrimination. Has the program provided you with adequate coping strategies to combat stress related to racial discrimination? Why or why not?	Would you recommend a different way of communicating these coping strategies to address the impact of discrimination on health?
a. Would you recommend any improvements to the way these coping strategies are communicated by CHWs?	

Recruitment & Participation

CORE QUESTIONS	PROMPTS
14. What can be done to improve the experience for future participants in this program?	What could have improved the experience for you?
15. How did you feel about completing surveys? Why?	

Program Impact

CORE QUESTIONS	PROMPTS
16. Would you recommend this program to other NYU patients? Why or Why not?	Do you think this program is valuable for patients at NYU? Why or why not?

Final thoughts:

17. Is there anything else you would like to share about the program that we have not talked about?

We have reached the end of our discussion. Thank you for your time and feedback!