

## HCPF-ACC Consumer Experience – Phase 1 Client Interviews

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### Interview Protocol: For Department and Stakeholder Review

June 17, 2016

### Project Purpose and Overview

This is the first of a two-phase project to help the Department integrate information regarding consumer experiences of the ACC program into their overall program evaluation efforts. Related to this effort is a separate project, aimed at exploring the core components of successful care coordination. Please see the **ACC Care Coordination Dyad Interviews Report** for those findings, which have in part informed the development of the effort described here.

Phase 1 of the project builds on findings from dyad interviews and discussions with key ACC stakeholders (the Disability Leadership Community, Person and Family Centeredness Advisory Committee, and the Program Improvement Advisory Committee). During Phase 1, TriWest will conduct 30-45 minute telephone interviews with ACC consumers regarding their experiences, challenges and successes in accessing and receiving health care. The purpose of these interviews will be to develop a set of potential care experience survey questions for future use by the Department.

### Sampling

TriWest Group (TriWest) proposes a stratified random-sampling approach for identifying interviewees, aiming for an overall sample size of 50-70 consumers. Because response rates for telephone surveys and interviews can often be very low, we will plan on asking HCPF to draw an initial sample of 1,400 consumers and provide TriWest with their names, addresses and telephone numbers. Initial recruiting postcards will be sent notifying consumers that they may be receiving a call to participate in an interview about their health care, that a \$10 grocery gift card will be provided as a token of appreciation if they choose to participate. Additionally, we will provide a telephone number and email that consumers can contact with any questions or to volunteer to participate before receiving a phone call.

The sample of 1,400 will be randomly drawn in several groupings, thus “stratifying” the sample. This will be done to ensure that the final sample contains sufficient numbers of consumers with specific key characteristics represented in the sample. The key characteristics used to determine the strata are:

- Living in Rural vs. Urban area
- Spanish as a first language

- Medicaid risk stratification and/or high utilizer

The random sample will be taken to include only consumers with a least one claim in the past 12 months and will include both adult and pediatric claims. Once we receive the sample we will assess whether there is an adequate mix of adult and pediatric claims. If necessary, we will request another sample including only pediatric claims. The final sample will be stratified into 8 separate groups:

Group Description	Random Sample Size
Rural Area, Spanish, High Risk	75 <sup>1</sup>
Rural Area, Spanish, Other Risk	75
Urban Area, Spanish, High Risk	75
Urban Area, Spanish, Other Risk	75
Rural Area, English, High Risk	275
Rural Area, English, Other Risk	275
Urban Area, English, High Risk	275
Urban Area, English, Other Risk	275

## Interview Protocol

### Scheduling

Following the sampling protocol described above, TriWest staff will schedule and conduct 50-70 30 to 45 minute interviews. TriWest will offer \$10 grocery store gift cards to consumers as an incentive for their participation.

### Conducting and Documenting

To establish reliability of the interview process, TriWest staff will conduct the first 5 to 10 interviews in pairs. Interviewers will then meet to refine question wording, timing, and potential follow up/probative questions and agree on consistent interview administration. A single interviewer will conduct subsequent interviews.

Because the interviews are taking place over the phone and the consumer identity will not be linked to the interview transcripts, we will not document informed consent. Agreement to continue the interview on the phone will be taken as implied consent.

Because of the length of the interviews, and because they are being conducted via telephone,

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<sup>1</sup> This number assumes an approximate 10% Spanish speaking population, and over-samples to account for a likely lower response rate.

we believe interviewers should be able to take adequate notes and recordings of the telephone calls will not be made.

### Collection of Demographic Information

Consumers will be asked a brief series of demographic questions at the conclusion of the interview. This questionnaire will include questions about programs in which the consumer is currently enrolled. Demographic questions will be limited to avoid inadvertent identification of the consumer.

### Key Concepts to Explore in ACC Consumer Interviews

1. What are the largest barriers to access to care that consumers experience?
2. Are consumers currently satisfied with the type of care they receive? With their primary care provider? With their ability to access their provider when needed? With their ability to access specialty providers? With their ability to access behavioral health providers? With their access to medications they need?
3. Do clients need more/better information about program eligibility (whether they qualify for a care coordinator, for example)? Do clients express confusion in navigating their health care benefits/questions of eligibility?
4. What factors do consumers consider when making decisions that support improved health outcomes?
5. What factors do consumers consider when making decisions to seek care at their health home instead of an emergency department (when not in need of emergency care)?
6. What factors impact client engagement?

### Semi-Structured Interview Questions

We plan to take a staged approach to conducting interviews and developing questions. We plan to start with a very broad set of questions, then move toward greater specificity as the process moves along. For example, for the first 15-20 interviews, questions will be general in nature, semi-structured, and open-ended. As patterns of responses begin to emerge, the questions will be refined to focus on key themes. The later interviews conducted may contain some questions with accompanying response sets to test which sets may be best suited for a survey of ACC consumers.

1. When you need to see a doctor, where do you most often go? (*Prompt if needed – do you have a primary care doctor? Other prompts: do you sometimes seek care somewhere else, like a specialist, an urgent care center, or emergency department? If so, how often.*)

2. About often do you see a health care provider (doctor, nurse, etc.)?
3. Overall, how satisfied are you with the health care you have received in the last 12 months?  
*Prompt: Would say you are mostly satisfied or mostly dissatisfied?*

*Prompt: What things are going particularly well? What have been the biggest challenges to you getting the care that you need? What improvements would make things better for you?*

4. In what ways do you feel you play a part in getting and staying healthy?

*Prompt: What do you feel is your role? Do you feel like you get to make decisions? If you were to think of your healthcare as a car that is getting you down the road toward maintaining or improving your health, how would you describe your place in the car? Are you driving, in the passenger's seat, or in the trunk? How about the car? Is it moving along okay or is it broken down on the side of the road? Is it a nice car or a junker?*

5. What are some things that could help you continue to be actively involved or become more actively involved in your health care? *Prompts: better information, more or different kinds of communication with doctor, someone to help coordinate appointments, someone to help you better understand your benefits and/or what is happening with your health, etc.*
6. We think of a healthcare team as everyone who is working with you to help you get and stay healthy. That team might include your doctor and his/her nurse or assistant, your care coordinator [if you have one], maybe some specialists or counselors. Who is on your healthcare team?
  - Do you think these people work together as a team to help you get the care you need?
  - Do you have someone from your doctor's office or other agency who helps coordinate your care? *(Prompt: Things like helping to make appointments; helping to keep track of doctor's instructions; helping you to understand your health conditions; or a non-family member who attends appointments with you).*

7. When you make decisions about your health (for example: when and where to get care, how closely you follow medical advice, such as whether or not and when to follow up on referrals for additional services, etc.), what impacts your decisions the most? *(Prompt: Is it how much you trust your provider, is it more about time or money? Other things happening in your life?)*
  
8. Do you feel like your health has gotten better, gotten worse, or stayed the same over the last 12 months? Why?