

Improving Implementation of Outpatient Goals of Care Conversations for Patients with Serious Illnesses

Organizational Leaders Qualitative Interview Guide

Notes about interviews:

- This interview guide is informed by the Consolidated Framework for Implementation Research (CFIR).
- Anonymity of participants will be maintained in all reports, presentations, and publications.
- Participation in this interview is voluntary, anonymous, and confidential.

INTRODUCTION

Hi I'm _____ from the _____ healthcare system. I am working on a project to understand the context, barriers, and facilitators to implement goals of care conversations in an outpatient setting for patients with serious illness. We're interested in your perspectives as an organizational leader.

I emailed you a copy of the Information Sheet. Have you had an opportunity to review it?

[IF YES] Do you have any questions about the Information Sheet or the study?

[IF NO] May I go over it briefly with you?

[IF YES] (Answer questions)

[IF NO] I would like to briefly point out some key points before obtaining verbal consent if you have time.

I would like to record this interview to focus my attention on you. If that's ok with you, I'll turn on the recorder.

Is that ok? *[IF YES – turn on the recording device].*

Please say your name and the date and that it's ok for me to record.

Roles and Experience

1. To get started, I'd like to learn a little bit about you. What is your current role in the healthcare system? How long have you been in this role?
2. As you know, we're interested in understanding how, when, and for whom goals of care conversations are happening at your facility, specifically in the ambulatory care setting. Can you tell me about it?
3. One example of an effort to increase documentation of goals of care conversation is the ____ Initiative. From your perspective, how has the Initiative impacted having goals of care conversations at [your facility]?
4. What is your role in implementing the Initiative at [your facility], if any?

Outer Setting and Process

Policies & Execution

1. What policies or guidelines are impacting the prioritization of goals of care conversations for seriously ill patients [at your facility]? Are these local policies or national policies?

Inner Setting

Culture

1. What is the culture (such as attitudes and beliefs of people or departments) around the importance of goals of care conversations?
2. What are the attitudes and beliefs of people or departments at your facility around the initiative?

Implementation Climate

Tension for Change and Relative Priority

1. I would like to get a sense of the relative priority or tension for change to implement goals of care conversation [at your facility]. How would you rank the importance of goals of care conversations in comparison to other efforts to improve the quality of care at [your facility]?
 - o Does carrying out goals of care conversations conflict with other priorities at your facility?

Compatibility

1. How compatible are having and documenting goals care conversations with existing workflows at your facility? Specifically, for primary care?
 - o Do you foresee any issues that may arise with carrying out goals of care conversations?
2. Can you describe how goals of care conversations are integrated into current processes?

Process

Champions

1. Are there people at your facility who are champions for implementing goals of care conversations in primary care?
 - o What positions do these champions have at your facility?
 - o How do champions help with implementing goals of care conversations? For example, how do champions help buy-in from stakeholders or solve problems?

Reflecting and Evaluating

1. How would you define success for the Initiative? Or how will you know if the Initiative is successful at your facility?
2. What measures or information you would like to see to support your decision to sustain the Initiative at your facility –
[If respondents do not make decisions at their facilities]:
 - o What data would senior leaders need to decide about continuing to support the implementation of the Initiative at your facility?

Readiness for Implementation

Leadership Engagement

1. How does leadership at your facility support the implementation of goals of care conversations? What level of support have you seen from them?
2. What kind of support can you expect from leaders at your facility to help make implementation successful?
 - o How do the attitudes of different leaders vary?
 - o What kind of support can you expect going forward? Can you provide specific examples?
 - o What types of barriers might they create?

Available Resources

1. Do you have sufficient resources to implement goals of care conversations?
 - o [IF YES] What resources are you counting on? Are there any other resources that you received, or would have liked to receive?
 - o [IF NO] What resources will not be available?