

## INTERVIEW GUIDE OF KBC MANAGEMENT TEAM

Day of interview:

\_\_\_\_\_

Gender:     Male             Female

Time of interview:    Beginning: \_\_\_\_\_    End: \_\_\_\_\_

Total duration of interview: \_\_\_\_\_

Interviewers (circle initials):        PC            PH            BA            ASH            RC

**Please note: these questions are open-ended to encourage the respondent to discuss topics related to the study. In such discussions, additional questions and prompts may be used to encourage the respondent to fully explain his or her answer. These questions and prompts include “Can you tell me a bit more?” “I’m not sure I quite understand about [repeat respondent’s words],” “You said [repeat respondent’s words], could I ask you a bit more about that?” or “Could you explain more about what you meant in saying [repeat respondent’s words].”**

### **Introduction:**

Thank you for agreeing to [meet/speak] with us. This research is part of a joint effort between Geisinger and the University of Wisconsin evaluating the implementation of the Keystone Beacon Community project. Your involvement would be allowing the researchers to interview you about the implementation process and its organization. Did you have a chance to read the Information Sheet that we sent with our email? [Would you like another copy? (Send or hand over copy.) Please take a moment and read it.] As it states, if you wish to withdraw now or at any time during your participation you may do so with no negative outcomes for you.

Do you have any questions about the study? Are you willing to proceed with the interview?

Do you mind if I audiotape the interview?

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### 1. Introduction

- How did you get involved in the KBC project?
- [Optional] Have you worked with any member of the KBC management team? If yes, please describe the project and your experience.

### 2. Description of the project

- In your own words, please describe the KBC project.
- What is/are the objective(s) of the KBC project?
- Please describe your role in the KBC project.

### 3. Successful elements of the project

- How has the project been going so far?
- What has worked well so far in the KBC project?

### 4. Challenges or difficulties encountered

- What challenges or difficulties has the KBC project encountered so far?
- Have you experienced any critical incidents, i.e. things that you have been concerned about?

### 5. Suggestions for improvement

- Do you have any suggestions for improving the likelihood of success of the KBC project?
- What does the future look like for the KBC project?
- What else do you think I should be asking you about?

When utilizing this document please cite:

1. Hundt, A.S., Carayon, P., Hoonakker, P., Cartmill, R.S., Den Herder, R., Topper, J., Younkin, J., & Walker, J. (2012). Organizational learning in a large-scale complex health IT project. Proceedings of the Human Factors and Ergonomics Society (HFES) Annual Meeting, Boston, MA. pp. 1288-1292.