

**Rocky Mountain Network of Oral Health (RoMoNOH)
Key Informant Interview Guide**

Introduction:

Site: _____
Interviewee: _____
Today's date: _____
Interviewer: _____

Good morning/afternoon [interviewee name],

I'm [interviewer name] and will be talking to you today about your participation in the Rocky Mountain Network of Oral Health Integration or "RoMoNOH Project." I work at the University of Colorado and am part of the team implementing the RoMoNOH Project.

The project is funded by HRSA at the Maternal and Child Health Bureau. The overarching goal of the project is to improve the oral health of children by integrating the delivery of preventive oral health services to young children and pregnant women at medical visits.

We are interested in learning about factors at your clinic that might impact the successful implementation of this project. To do so, we are conducting brief interviews with 1-2 key leaders at each clinic. Thank you for setting this time aside for the interview. Your participation in this interview is voluntary. Your knowledge and experiences are very valuable. Please keep in mind that there are no right or wrong answers to any of the questions I ask you today. Your input and advice are very important as they will help us possibly modify our approach to best fit your clinic's needs and better understand how best to implement the RoMoNOH Project. If any question is unclear, please ask me to clarify it.

There are a few components of the RoMoNOH project that I want to review with you before we start. Please refer to the Fact Sheet document I sent you in our preparation for today's call.

Your state's primary care association will provide your clinic team with practice coaching over the next few years to help you succeed. The coaches will use a few different approaches to help your team.

- 1. First, your coach will help your clinic staff complete 4-5 online eLearning modules that teaches your medical and dental teams about providing preventive oral health services such as caries risk assessment, fluoride varnish application, oral health education, and dental referral in the medical setting.***
- 2. Second, your coach will help your clinic track monthly quality improvement metrics and use these metrics in a continuous quality improvement approach to help your team reach the project's goals. (see Monthly Metrics document for further details)***
- 3. Third, as part of these metrics, your coach will help you manage your population of young children 0 through 40 months of age to help these children receive oral health services.***

4. Lastly, as part of the project, your clinic will receive incentive payments to motivate you to reach the project's goals. If your CHC reaches all of the benchmarks, it will receive \$38,500.

This interview will take about 15-20 minutes. Information about those interviewed will be kept strictly confidential and unidentifiable. I would like to record this interview just so I don't have to focus on my notes and to accurately capture everything that is said. Is that okay? I will now turn on the recorder as we begin the interview. Are you ready?

[Turn on recorder]

State date, location, and participant's unique ID number into audio recorder: _____

State community: _____

1. I would like to start with a few general questions.

1A. Can you tell me what your role is at your clinic?

1B. What is your overall impression of your clinic participating in the RoMoNOH Project?

Probe: Do you think it is a good use of your staff resources and time? Do you think it may better the health of your pediatric patients? Why/Why not?

1C. Some clinics will have the medical team provide the preventive oral health services at a medical visit. Other clinics will integrate a dental provider, such as a dental hygienist, into the medical team to provide the services.

- What is your plan? Why did you choose this model?
- Were other models seriously considered? [IF YES] What was it about that model that you found to be less favorable to the one you chose?

Great. Now I am going to ask your opinions regarding program features that may impact how RoMoNOH plans to help you successfully meet the project goals.

2. **First I will ask you about working with an external practice coach from your state's primary care association.**
 - 2A. *In what ways do you think your CHC would benefit from using an external coach?*
 - 2B. *What are some problems that you anticipate with using an external coach?*
 - 2C. *What other opinions do you have about using an external practice coach?*

3. **OK now I would like to ask you about using online eLearning modules to train your clinic staff.**
 - 3A. *What do you think are some of the benefits of using online eLearning modules?*
 - 3B. *What are some problems that you anticipate with using online eLearning modules?*
 - 3C. *What other opinions do you have about using online eLearning modules?*

4. **Next, I will ask you about using monthly quality improvement metrics to help your clinic team reach the project's goals.**
 - 4A. *What are some of the benefits you see with your clinic using monthly quality improvement metrics?*
 - 4B. *What are some of the problems that you anticipate with accessing or using monthly quality improvement metrics?*
 - 4C. *What other opinions do you have about using monthly quality improvement metrics?*

5. **Great, now I will ask you about using a population health approach to help your clinic manage your young patients. An example of this would include keeping track of how many fluoride varnish treatments each child receives and calling them in if they are due for another treatment. Another example would be helping you complete your referrals to a dentist.**
 - 5A. *What are some of the benefits you see with using any type of population health approach?*
 - 5B. *What are some of the problems that you anticipate with conducting a population health approach?*
 - 5C. *What other opinions do you have about using a population health approach?*

6. **Very good, now I will ask you about receiving incentive payments for reaching specific project benchmarks.**
 - 6A. *What are some of the benefits you see with receiving incentive payments?*
 - 6B. *What are some of the problems that you anticipate with receiving incentive payments?*
 - 6C. *What other opinions do you have about incentive payments?*

OK, that ends my specific questions.

7. *Is there anything else you would like to share about your CHC's participation in the RoMoNOH project?*
8. *Have we covered everything that you think is important to tell me about your clinic and this planned intervention?*

This ends my questions.

Thank you very much for you time. Your knowledge and insights will be very helpful to us.

Publication date: 2019

The Rocky Mountain Network of Oral Health is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award with 0% financed with non-governmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, or endorsement by, HRSA, HHS, or the U.S. government. For more information, please visit www.HRSA.gov.