Appendix

Family Member Semi-Structured Interview Guide

Participant’s ID: \_\_\_\_\_\_\_\_\_\_

Status of Patient Caregiver is caring for:  Chronic  Complex  Advanced

Primary Care Provider for Patient:  Physician  Nurse Practitioner

Current Visit Schedule: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Interview: \_\_\_\_\_\_\_\_\_\_

Initials of Interviewer: \_\_\_\_\_\_\_

[SAY] Thank you so much for allowing me to interview you for our study of the Northwell House Calls program. Before we begin, I just want to give you a bit of background on why we are doing these interviews.

This home-based health program, called House Calls, serves over 1,000 patients in the Nassau, Suffolk, and Queens County area. Doctors, nurses, and social workers travel to patients’ homes to give primary care services and support to patients who have a hard time leaving the house. Because the program has been very successful, we hope to grow it so that we can help even more patients that need it in this area. From this interview, I want to learn more from you about the strengths and areas to improve in the program, as well as your opinion on how we can both grow the program and keep patients home and healthy. We want to make sure that so that patients, families, caregivers, and program staff remain happy being a part of House Calls.

1. Overall, what was your experience with the *House Calls* program?
   1. Probe: What about *House Calls* do you find most beneficial/meaningful/comforting?
   2. Probe: What about *House Calls* do you like most? What are its strengths?
   3. Probe: What about *House Calls* do you not like? What are its weaknesses?
   4. Probe: What would you change to make *House Calls* better?
   5. Probe: Did you experience any barriers to fully benefitting from *House Calls? What were the barriers?*
   6. Probe: How do you feel about the number of times *House Calls* staff visited the patient’s home? Should it remain the same/increase/decrease? Why? What would be the optimal number of visits? Why?
   7. Probe: How do you feel about interacting with *House Calls* staff? What was particularly beneficial/meaningful/comforting? What was not so beneficial/meaningful/comforting?

*Now let’s talk about changing the House Calls program by adding technology. This would consist of you using a computer based communication tool to share vital signs data like weight, blood pressure, heart rate etc. to let us know if the patient needs additional help.*

1. How would you feel if we added home health technology to increase communication between you and the *House Calls* team as part of the patient’s care?
   1. Probe: Would adding this technology make you feel comfortable/uncomfortable? Why?
   2. Probe: Would it be helpful/unhelpful? Why?
   3. Probe: Would there be any barriers for you to use this technology? What are they? How comfortable or uncomfortable are you with technology?
   4. Probe: How would you feel about using health technology to be able to see how your family member or paid caregiver is doing?
   5. Probe: Would the health technology make monitoring easier or more difficult for your paid caregiver? Why?
   6. Probe: Would you feel you have more/less support with this technology? Why?
2. If technology allowed us to see how the patient is doing remotely, how would you feel if we substituted some of the live visits with video visits?
3. How would you feel if the primary team leader is a Nurse Practitioner instead of a Physician (*interviewer:* *show diagrams* to *patients*)?
4. Do you have any other recommendations about the *House Calls* program?
5. Do you have any questions/comments about what we had talked about today?

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| **Comments: INTERVIEWER,** use this space to summarize how the interview went, including the mood, facial expressions and body language of the participant during the interview. |