

APPENDIX A. Key Informant Interview Guide

MDPH State Health Assessment (SHA)

Discussion & Note Guide

[NAME OF INTERVIEWEE]

[NAMES OF INTERVIEWER, NOTETAKER, DATE]

Discussion Goal:

To identify the health needs/concerns and assets/programs/services that are most salient to key stakeholders who have statewide perspectives about specific public health issues facing residents of the Commonwealth of Massachusetts

Facilitator/Note-Taker Instructions:

- Modify/adapt questions as appropriate to the key informant's focus.
- For each question, facilitators should probe as indicated and appropriate. Please note that the questions are intended to serve as a guide, not a script.
- Keep within the allotted time.
- Take detailed notes on responses, focusing on key points, using the department template.

BACKGROUND SCRIPT

- Hello. My name is _____ from the Massachusetts Department of Public Health [OR from North Passage Associates/Health Resources in Action, a consulting organization assisting the Massachusetts Department of Public Health]. Thank you for participating in this discussion today. I really appreciate your time and feedback.
- As I mentioned previously, we are working with the Massachusetts Department of Public Health to develop a statewide health assessment. This effort will help the state health department gain national accreditation by assessing the health of our state's residents, then using this information to set priorities for health improvement and to develop ideas to address problems through collaboration with partners from communities and organizations across Massachusetts.
- As part of the assessment process, we are conducting interviews with Massachusetts leaders like yourself, to understand different perspectives. We are interested in hearing your feedback on issues specific to your field or the populations you serve, as well as your more macro perspective on the health of Massachusetts residents. We greatly appreciate your insight, openness, and honesty with us so we can paint as accurate a picture as possible for the assessment.
- Our interview will last approximately [45-60] minutes [EXPECTED RANGE FROM 30-60 MINUTES, DEPENDING ON INTERVIEWEE]. What we learn through interviews will help guide the state health assessment and planning process, and key themes will be incorporated into the health assessment report. No names or organizations will be connected to anything that any one person said in the discussion. Any quotes we put in the report will be presented anonymously. Additionally, nothing sensitive that can be connected to any organization or individual will be discussed in the report. However, at the end of the report, we will list _____ as an organization that contributed to the assessment.

- Do you mind if we record audio of our session today so we can make sure our notes are accurate? We will erase the recording once we complete our notes. This is optional, so if this makes anyone feel uncomfortable, we will just take handwritten/typed notes.
- The information you provide is a valuable part of this process and will help us better understand how to achieve the goals of this initiative most effectively. Your input will be critical as this process moves forward. Do you have any questions before we begin?

THEIR AGENCY/ORGANIZATION

- Can you tell me a bit about your organization/agency/business? [TAILOR PROBES DEPENDING ON AGENCY]
 - PROBE: What is your organization's/agency's/business' mission? What communities do you work in? Who are your main clients/audiences for or beneficiaries of your programs or activities?

IDENTIFYING TOP HEALTH ISSUES

- To begin, please tell me what you see as the most critical and pressing issues or concerns for the communities or populations with whom you work?
 - PROBE: Are education, violence and trauma, built environment, social environment, and housing top issues?
- What issues around health concern you the most as someone in the [HEALTH CARE/HOUSING/EDUCATION, ETC] field? [PROBE ON COMPELLING ISSUES]. Why?
 - if you had to pick 1 or 2 top health concerns, what would those be?
 - PROBE: Are chronic diseases or conditions, mental health, substance abuse, violence, access to healthy food, access to health care access top issues?
 - What do you think the [INTERVIEWEE'S FIELD] community sees as the most compelling issue(s) around health in Massachusetts?
 - Do you think there are any emerging threats to health of Massachusetts residents that might not yet be major issues, but have the potential to become more important? What are these? Why do you think these are important?
- What factors do you think contribute most to these specific health issues in Massachusetts? [PROBE ON: cost/affordability, quality, infrastructure/facilities, access, economic issues, inequities across population groups, etc.]
- How have these health issues affected the community/population you serve/Massachusetts residents overall?
 - PROBE: Which populations do you think are most vulnerable or at risk for these conditions/issues? In what way?
- From your experience, what are the biggest challenges to Massachusetts residents in addressing these conditions/issues?

- What do you see as the greatest challenges around improving health in Massachusetts? [PROBE IF NEEDED: lack of interest/political will/legislative support infrastructure/facilities, cost/lack of funding, competing interests among stakeholders, etc.]
- What are the consequences to Massachusetts in not addressing these issues? What is the impact on the community/population for whom you work or on your organization/agency?

ADDRESSING TOP HEALTH ISSUES

- Thinking about the top health issues you've mentioned, what are the Commonwealth's greatest strengths or assets around these issues?
- Thinking about the top health issues you've mentioned, what is currently being done to address those issues in the Commonwealth?
- What programs or services are available or organizations that are working on the top health issues facing the Commonwealth?
- What do you think leaders and decision-makers in the Commonwealth can do to help improve the health of Massachusetts residents?

VISION OF COMMUNITY AND PROGRAM/SERVICE ENVIRONMENT

- Thinking about the future, if you could do one thing to improve the health of Massachusetts residents, what would it be?
 - If you could change or implement a new program, service, or policy, what would it be?
 - What individuals/organizations are leading or should lead this effort?

CLOSING

Thank you so much for your time and sharing your opinions. We really value your feedback and help in making the state health assessment successful. Before we end the discussion, is there anything that you wanted to add that you did not get a chance to bring up earlier?

On behalf of the Massachusetts Department of Public Health and the State Health Assessment Coordinating Team, I want to thank you again for your time.