



Leadership Staff Interviews

Name:

Date:

General Information & Background

- 1. Can you tell us a little about your background and how you came to work at Santa Rosa?**
 - a. How long have you worked for the organization?**

 - 2. Can you tell us a little about your current and any past roles at Santa Rosa?**
 - a. What's a typical day like?**
 - b. How have things changed for you since the firestorms?**

 - 3. What site or sites have you worked at?**
 - a. (If more than 1) Is/was your role different at each? Tell me about that.**
 - b. (Which sites do you or have you overseen?)**
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Initial Impressions

- 4. How did you first hear about the HIV Testing project?**
 - a. What did you think about it at the time?**
 - b. At the time, how big a priority did you think universal HIV testing was?**
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Implementation

- 5. What was your role in the implementation of the HIV Testing project?**

- 6. What were the biggest challenges you encountered or observed in implementing this project?**

- 7. Is there anything you would have changed about how the project was implemented?**

8. What worked well, and what could have been better about:
 - a. The staff trainings?
 - b. Patient education efforts and getting patients to agree to be tested?
 - c. The process of modifying workflows and customizing eClinicalWorks?
 - d. The process of providing feedback to providers and staff via data reports?

 9. What different challenges have you witnessed between different sites as they've implemented the project?
 - a. What strategies were used to address these challenges?
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Today and in the Future

10. Today, what are your thoughts on the project as you look back on it?
 - a. Today, how big a priority do you think universal HIV testing should be?

11. How would you assess the project's overall success? Did it meet your expectations?
 - a. (Exceed them? If so, how?)

12. What would you like to change about how HIV testing is currently being done?

13. How is HIV testing being incorporated into the new site(s)?

14. How well do you think the project will be sustained over the years?
 - a. What additional steps do you think are needed to sustain the project over the years?
 - b. What are the plans to continue HIV implementation at the new site(s)?
 - c. How has the loss of your project champion Tyra affected your ability to sustain testing? How do you see other efforts and systems put in place compensating for her departure?

- 15. What similar efforts to make organization-wide change have you been a part of at Santa Rosa or at other places you've worked (e.g. PCMH, behavioral health integration)?**
- a. How does this HIV testing effort to make organization-wide change compare with these other efforts?**
 - b. In those instances, what aspects were more successful than the HIV Testing Project, and why?**
 - c. What aspects were harder to accomplish, and why?**
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Advice

- 16. What suggestions do you have for an organization trying to implement a similar project- either HIV testing specifically, or organization-wide change in general?**
- a. How would you suggest they get started?**
 - b. What would you tell them are the three most important keys to success?**
 - c. What mistakes would you most want to warn them about?**
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Closing

- 17. What makes Santa Rosa unique/special?**
- a. What's your favorite part of working there?**

Take home: