

Supplemental content

TOC Mid-Year Project Interview Guide

Introduction

Hi, my name is _____. Thanks for taking the time to talk with me today. As you know, I am evaluating NACCHO's Test of Cure Project.

Through this project, NACCHO, with support from CDC, is funding four sites to pilot or scale-up promising and/or innovative approaches to pharyngeal gonorrhea TOC. This implementation will provide essential information about the feasibility of implementing TOC for all pharyngeal gonorrhea cases in clinical practice.

The overall purpose of the evaluation is to assess the feasibility of implementing the TOC project—in particular, how feasibility varies across project models and to explore whether the TOC project reached the intended targets and outcomes.

This interview is voluntary and confidential. I would like to record the interview as this helps me focus on our conversation rather than taking notes. The recordings will be transcribed. The recordings and transcripts will not be shared outside of NACCHO's Research and Evaluation team and will be used only to develop an evaluation report of the project. Although the agencies that participated in interviews will be listed in the evaluation report, the evaluation findings will be reported in aggregate with no attribution of specific feedback linked to individuals or

agencies. Individual quotes may be used in evaluation reports to illustrate particular findings; however, no quotes will be used that contain possibly identifying information.

Consent

Do you have any questions about what I have described so far? Are you willing to participate in the interview?

[If yes] OK, let's get started. I will turn on the recorder now and will ask you again for permission to record our conversation so that I have your consent documented.

[If no] What are your concerns? What would help you be willing to participating?

Turn recorder on

[Respondent name], is it ok if I record our conversation?

Opening

I reviewed a variety of documents in preparation for our conversation today and will be referring back to them throughout our conversation. But first, let's start with some introductions.

1. Can you tell me a little bit about your TOC implementation and what progress you have made over the past # months?

Probes: How familiar were you with the CDC recommendation to perform pharyngeal gonorrhea TOC before this NACCHO project? Have you partnered with other organizations as a part of implementation?

Impact of Implementation on Staffing/Workflow

Next, I'd like to learn more about the facilitators and challenges you've experienced in implementing pharyngeal gonorrhea TOC and the impact implementation has had on your clinic so far.

2. What facilitators have supported your site so far in implementing TOC?

e.g., facilitators related to clinical capacity, supply requirements, workflow, timeframe, social/political/economic context of LHD site, readiness of LHD, patient-reported

Probe: How have you leveraged those successes to further your implementation?

3. What challenges has your site experienced so far in implementing TOC?

e.g., barriers related to clinical capacity, supply requirements, workflow, stigma, COVID-19, timeframe, social/political/economic context of LHD site, readiness of LHD, patient-reported

Probe: How have you adapted or amended your implementation to address these challenges?

4. I want to focus on a few specific indicators to better understand your clinic's staffing and workflow needs as it relates to implementing TOC. What is the total and/or average time needed for TOC activities?

5. How many staff are involved in supporting TOC at your clinic?

Probe: What types of staff are involved? What are their roles? How much has staffing cost?

6. What other changes has your site experienced as a result of implementing TOC?

Probe: What lessons have you learned over the past 6 months that will inform your approach moving forward?

e.g., steps to develop/implement TOC program, revisions of process per feedback, change in leadership buy-in

7. What are the essential elements of your TOC program?

Technical Assistance

Now, we're going to discuss the technical assistance provided to you by NACCHO and CDC during the project.

8. What was your experience with the technical assistance provided by NACCHO and CDC been like?

Probe: What type of TA did you receive? On what topics? Who provided it?

9. Overall, how well do you think your TA needs were addressed?

Probes: Were all your TA needs addressed? Was the TA addressed in a timely manner? Were the ways in which you received TA relevant to your needs?

10. Please share an example of how you were able to apply the TA recommendations and resources in your TOC implementation?

11. What is the value, if any, of the TA in furthering your implementation of TOC?

Closing

12. What would a successful continued implementation of TOC look like?

Probe: next steps related to demonstrating impact/effectiveness, formalizing partnerships through plans/policies for relationship management

Probes: What resources (funding, staffing, or otherwise) do you need to continue implementation? Are you confident in your ability to acquire those resources?

13. Those are all the questions I have. Is there anything else I should know that we did not get a chance to discuss?

TOC Project Final Interview Guide

Introduction

Hi, my name is [Insert Name & Title] thanks for taking the time to talk with me today about NACCHO's Test of Cure Project.

Through this project, NACCHO, with support from CDC, is funding four sites to pilot or scale-up promising and/or innovative approaches to pharyngeal gonorrhea TOC. This implementation will provide essential information about the feasibility of implementing TOC for all pharyngeal gonorrhea cases in clinical practice.

The overall purpose of the evaluation I am conducting for this project is to assess the feasibility of implementing the TOC project—in particular, how feasibility varies across project models and to explore whether the TOC project reached the intended targets and outcomes.

This interview is voluntary and confidential. I would like to record the interview as this helps me focus on our conversation rather than taking notes. The recordings will be transcribed. The recordings and transcripts will not be shared outside of NACCHO's Research and Evaluation team and will be used only to develop an evaluation report of the project. Although the agencies that participated in interviews will be listed in the evaluation report, the evaluation findings will be reported in aggregate with no attribution of specific feedback linked to individuals or agencies. Individual quotes may be used in evaluation reports to illustrate particular findings; however, no quotes will be used that contain possibly identifying information.

Consent

Do you have any questions about what I have described so far? Are you willing to participate in the interview?

[If yes] OK, let's get started. I will turn on the recorder now and will ask you again for permission to record our conversation so that I have your consent documented.

[If no] What are your concerns? What would help you be willing to participating?

Turn recorder on

[Respondent name], is it ok if I record our conversation?

Opening

I reviewed a variety of documents in preparation for our conversation today and will be referring back to them throughout our conversation. But first, let's start with some introductions.

1. Please introduce yourself and your role on the project.
 - a. How familiar were you with the CDC recommendation to perform pharyngeal gonorrhea TOC before this NACCHO project?

Impact & Strategies of Implementation

Next, I'd like to learn more about the elements and strategies you've experienced in implementing pharyngeal gonorrhea TOC and the impact implementation has had on your clinic so far.

2. Can you tell me a little bit about your site's TOC implementation over the past year?
 - a. What does the sample collection process look like?
 - i. Has the process changed throughout the project?
 - ii. *[For those that offered multiple collection methods]* Were there processes that were more desirable among patients than others? Is there one that is easier for you to implement? Impact of offering multiple testing methods?
 - b. Have you partnered with other organizations as a part of implementation?
3. *[Placeholder for follow-ups to facilitators/barriers noted in final report]*
 - a. Did TOC cause significant disruption to their clinic, or were they able to easily get patients scheduled?
 - b. Was implementing the EHR a big lift up front? Has it been smooth once it's been up and running or have there continued to be challenges?

- c. What kinds of messaging did they use when they talked to patients about TOC and what was most effective in motivating patients to come back/return sample (relationship with provider, science, community benefit)?
 - d. Will this get easier as time goes on / shorter time as more patients know about it?
- 4. What key insights or reflections about implementing TOC have emerged for you over the course of this project?
- 5. Based on your experience implementing TOC, what are its essential elements?
 - a. What infrastructure and capacity needs to be in place for a site like yours to implement TOC?
 - b. What are the strengths and limitations of TOC for a health department like yours?
- 6. Please describe the measurable outcomes and metrics related to the TOC implementation.
 - a. Are there any positive or negative links to clinical outcomes? How has this program helped to limit the spread of antimicrobial gonorrhea?
 - b. Were the target goals and outcomes achieved? Please explain why or why not.
- 7. What additive outcomes has your site experienced as a result of implementing TOC?
 - a. *e.g., steps to develop/implement TOC program, revisions of process per feedback, change in leadership buy-in*

Sustainability

Next, we'd like to discuss sustainability of TOC. We define clinical sustainability capacity as the ability of an organization to maintain structured clinical care practices over time and to evolve and adapt these practices in response to new information.[†]

8. What would a successful continued implementation of TOC at your site look like?
 - a. How does your site envision to scale the project?
9. What limitations will or may inhibit your site from sustaining the TOC project?
10. *Placeholder for follow-ups to sustainability section of final report.*
 - a. Does TOC fit in well with the culture of your team?
 - b. Is TOC easy for clinicians to use consistently?
 - c. Are there clearly outlined roles for staff implementing TOC?

Technical Assistance

Now, we're going to discuss the technical assistance provided to you by NACCHO and CDC during the project.

1. What has your experience with the technical assistance provided by NACCHO and CDC been like?
 - a. *# of TA instances, Type of TA (1:1, in person, virtual, etc.)*
 - b. *If no TA, what TA would have been helpful in implementing your TOC?*
2. *[if had TA]* Overall, how well do you think your TA needs were addressed?

[†] https://sustaintool.org/wp-content/uploads/2020/01/CSAT-tool-and-scoring_1.14.20.pdf

- a. Were all your TA needs addressed? Was the TA addressed in a timely manner?
Were the ways in which you received TA relevant to your needs?
- 3. *[if had TA]* Please share an example of how you were able to apply the TA recommendations and resources in your TOC implementation?
 - a. What was the value, if any, of the TA in furthering your implementation of TOC?
- 4. What resources (funding, staffing, or otherwise) do you need to continue implementation?
 - a. Mention specific barriers/challenges from the final reports for each site
 - b. Are you confident in your ability to acquire those resources?

Closing

- 5. Those are all the questions I have. Is there anything else I should know that we did not get a chance to discuss?