**SUPPLEMENTAL MATERIAL:**

**HUMAN PAPILLOMAVIRUS (HPV) VACCINE FOR FEMALE ADOLESCENTS**

***Health Plan Semi-Structured Interview Guide***

**INSTRUCTIONS FOR THE INTERVIEWER:** This is a semi-structured interview guide to assess high performing plans’ ‘best practices’ and strategies in supporting HPV vaccination. Questions are intended to solicit open feedback from staff so they are framed to get a broad answer. Questions are not in fixed order and probes are not exhaustive; more probes can be added to the guide as we interview organizations.

**Introduction**

Hi, thank you for agreeing to participate in this effort to understand HPV vaccination uptake. My name is \_\_\_\_\_\_\_\_\_ and I will be talking to you today as part of the project team from NCQA. As you may know, we are assessing how **high-performing health plans support HPV vaccination in female adolescents.**

**We selected your organization because of its high performance – relative to other health plans – on the *HPV Vaccine for Female Adolescents* measure in HEDIS. Your plan’s rate was [FILL IN], placing it in the top [X]% of similar plans.** I will be asking questions about HPV promotion activities in your organization. The questions are intended to solicit open feedback so they are framed to get a broad answer - we are mainly interested in getting your perspectives and opinions. There are no right or wrong answers, please answer to the best of your ability.

Any questions before we begin?

**Section 1: Participant Introduction & Background [Mail ‘pre-interview questionnaire’ to plan before interview]**

I will begin with some basics on your organization.

* 1. Who from your health plan is participating in the interview today (Briefly state: Name/Title/# of years there)?

**[Skip this if already have this information from organization]** Prior to this call today, you should have been sent a short list of questions asking about descriptive information on your organization. Have you had a chance to fill that out? I would like to start off by asking you about some of these questions.

* 1. What is the total current child enrollment (<18 years) of your health plan?
  2. Serving the area since?
  3. Plan type (HMO, PPO, other) and model (group/staff or IPA)?
  4. Geographic region served? Is this urban, rural, both?
  5. Patient population (including insurance mix)
     1. % of members who are children (<18 yrs)?
     2. If known: % of female members who are between 9 and 13 yrs of age (age range eligible for measure)?
     3. [For Commercial plans] % of your members eligible for Medicaid?
     4. If known: % of racial/ethnic minorities? % speaking English as second language?

**Section 2: Activities or Interventions to Support HPV Vaccination**

Next, we would like to understand activities in your health plan that support HPV vaccination.

1. As mentioned, we selected your organization because of its performance on the HPV vaccination measure in HEDIS. What are your general, ‘first-impression’ thoughts about your performance on the measure(s)? (I.e., does it surprise you to hear your plan did well, relative to others?)
2. Tell us a bit about the activities or programs your organization uses to support HPV vaccination for its female adolescent members – we are interested in activities/programs that you believe are important for your higher performance.
   * What is the focus of the program’s efforts?
     + Probe: Patient-level: patient education or educational materials, patient follow-up/reminders, handouts, patient engagement strategies (especially to address patient/family concerns about the vaccine), involving family members, financial incentives for plan members
     + Probe: Physician/provider-level: provider education, dissemination of clinical practice guidelines to physicians, case managers, financial incentives for providers, provider report cards, quality improvement initiatives, in-services/grand round presentations
     + Probe: Community-level: Partnering or outreach with community groups (e.g., community centers, churches)
     + Probe: Use of vaccine registries?
3. Does your organization track HEDIS data or use other data as part of these efforts?
4. What are the performance goals for these programs?
   * + Probe: % who receive care as designated in HEDIS measure?
     + Probe: % improvement? Other benchmarks?
5. How does your organization measure the impact of your activities/programs on HPV vaccination uptake? **[Can be quantitative or qualitative]**
   * + Probe: Is this information fed back to physicians caring for the patients?
     + Probe: If so, how?
     + Probe: Does your organization assist physicians who do not meet performance goals?
6. What types of support (including funding) or infrastructure do your efforts require?

Probes:

* Internal funding (operational, ‘part of doing business’)?
  + - External funding (grants, Medicaid)?
    - Internal infrastructure/resources (provider champion, staff time, data analytic efforts, brochures)?
    - External infrastructure/resources (consultant to develop programs, community groups/agencies)?

**Section 3. Financial Incentive and Other Programs/Policies**

[If financial incentive/other policies not yet discussed] I would like to ask about the use of financial or other specialized initiatives.

1. Does your organization have financial initiatives to reward physicians for HPV vaccination care they provide?

🡪 If yes,

* + - How are providers rewarded?
    - How do you think this arrangement is affecting your performance on HPV vaccination?

🡪 If no, would your organization consider participating in a financial incentive program? Why or why not?

1. Are there any financial- or benefit-related incentives targeting your organization’s members? (E.g. ‘value-based purchasing’ with lower co-pays for members, benefit design that increases incentives to get HPV vaccination)
2. Besides pay-for-performance, are there other policies or initiatives that you think affect your performance on HPV vaccination?

Probes:

* Regional or national payer collaboratives?
* Government policies? State policies?

1. Are there initiatives or programs to identify and assist diverse or vulnerable populations? (e.g., those who are lower socio-economic status, speak English as a second language, racial/ethnic minorities, have combination of public/private insurance benefits)

**Section 4. Barriers and Final Thoughts**

[If barriers not yet discussed] We’d like to get your final thoughts on what helps or hurts your providing HPV vaccination to your female adolescent members.

1. In your opinion, what have been some key barriers to implementing programs or interventions related to HPV vaccination for your members?

Probes:

* Patient or family concerns
* Provider concerns or attitudes
* Data systems not robust (e.g., can’t identify or track members who would require the vaccination)
* Resources or infrastructure

1. Are there other aspects of care in your organization that you think may affect performance on the HPV vaccination measure? (Either barriers or facilitators)
2. What advice would you give to other organizations looking to improve their performance on the HPV vaccination measure? **[I.e., What are the key lessons learned that you would impart to others?]**
3. Is there anything else you would like to add?

**[Ask if anyone else from our team has questions.]**

This concludes our interview today. Thank you again for helping us with this project. Do you have any questions?

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Additional probes: (these can be covered at the end if there is time, and if not covered during interview)

i. Patient-level activities

* Education on importance of HPV vaccination
* Education to address patient or family concern regarding HPV vaccination
* Patient feedback to organization and physician

ii. Physician/Practice-level activities

* Setting reminders re: HPV vaccination

iii. Organization-level activities

* Outreach to patients
* Active physician reminders, triggers to follow-up
* Transfer of knowledge/data/medical records
* Peer comparison feedback reports to individual physicians