**Interview Guide: Non-Navigator Personnel**

*Please note: This is an interview guide, intended to be used flexibly, to allow for a conversational flow to the interview while covering the topics below. Prompts are included here as possible suggestions for elaboration if responses are short.*

Thank you for talking to me today. We know that patient navigation is a process involving many different people, rather than a single patient navigator, and the purpose of this interview is for me to learn about your role and how it fits into the process of patient navigation for breast cancer patients at [SITE]. I will mention the Translating Research Into Practice (TRIP) study that is ongoing here at [SITE], however it is not the only topic we will discuss. There are no right or wrong answers to the questions I’m going to ask you today, I really just want to hear your thoughts and opinions.

Do you have any questions before we get started?

**PART 1: AWARENESS AND OPINIONS OF PATIENT NAVIGATION BROADLY   
OPENING QUESTIONS:**

* **To start, what is your title and position and how long have you worked at this hospital?**
  + **Additional prompt: Tell me about your role at [SITE]? What do you do?**

|  |  |  |
| --- | --- | --- |
| **PATIENT NAVIGATION** | | |
| **Concept** | **Questions** | **Prompts** |
| Experience with patient navigation | Tell me about patient navigation at your site.  ***[ONLY If interviewee is unclear about patient navigation definition:***  I can offer a working definition of patient navigation.  *Patient navigation in the cancer care setting refers to individualized assistance to help*   * *overcome healthcare system barriers* * *facilitate timely access to quality health and psychosocial care across the care continuum*   How do you see elements of patient navigation at your site?  In what ways are you involved with patient navigation activities at [SITE]? | What is the purpose of patient navigation at your site?  What activities are involved in patient navigation at your site?  When did you first learn about patient navigation at your site?  What aspects of the navigation process are you involved in (scheduling, providing patient resources, insurance, etc.)  Who do you work with to support patient navigation? |
| Facilitators | How does [SITE] support patient navigation?  What aspects of your specific role complement patient navigation? | What is working well about the patient navigation structure?    What resources or people enhance patient navigation at your site? |
| Barriers | What challenges to patient navigation exist at [SITE]?  What aspects of your specific role constrain your ability to support patient navigation?  What needs are difficult for navigators at your site to address for your patients? | Probe for:   * Identifying patients in need of support * Identifying most important patient needs * Ability to address patient needs * Following up on patient needs   What would you change about patient navigation here?  Why are these needs particularly challenging, in your opinion? |
| **I’d like to transition now to ask about breast cancer treatment at your center:** | | |
| Breast Cancer Patient Care | Tell me about the breast cancer patient population at SITE.  Tell me about the process/flow of breast cancer care, from time of diagnosis, at your site  Do you have anything to add about how navigation affects this process of breast cancer care? | Have you seen any changes in the breast cancer patient population over time?  What do you like about this process/flow?  What do you wish you could change about this process/flow? |

**Before we move on, is there anything else you’d like to share about patient navigation at your site?**

**PART 2: GENERAL KNOWLEDGE AND OPINIONS OF TRIP**

**I’d like to now move to talking about the Translating Research into Practice, or TRIP, project.**

**Opening Question: Have you heard of Translating Research into Practice, or TRIP, before today?**

* **Yes 🡪 Part 2a**
* **No 🡪 Part 2b**

|  |  |  |
| --- | --- | --- |
| **2a: Interviewee has heard of TRIP** | | |
| **Concept** | **Questions** | **Prompts** |
| TRIP Awareness – Personal/Organizational Levels | From your perspective, what do you think the TRIP project is aiming to achieve?  How did you first learn about TRIP at your site?    Who, at your site, is responsible for communicating about TRIP?      How aware are others at your site of the TRIP project?  What have you heard from others at your site about the TRIP project? | When was that?   * Who told you about TRIP? * What methods of communication were used? * How did you like learning about the TRIP program in this way?   How effective do you think communication about TRIP has been?  What are the venues in which TRIP is discussed on an ongoing basis?  Probe for each if not mentioned:   * Navigators? * Patients? * Clinicians?   Hospital staff? |
| TRIP Experience | Tell me about your experiences with TRIP. | What is your role in supporting TRIP?  How has your role changed since TRIP was implemented at [SITE]?  What is consistent with what you did before TRIP was implemented?  How well has TRIP met your expectations based on what you first heard? How has it not? |
| TRIP Integration into Breast Cancer Patient Care | In your view, how do the TRIP team members facilitate the care process for breast cancer patients?   * + PN =   + Clinical Champion =   + Site PI =   + Others = |  |
| TRIP Relevance | How relevant and useful do you think TRIP is to your patients? | In what ways is it a good fit? In what ways is it not a good fit?  For whom do you think the enhanced navigation that TRIP provides is most useful?   * Patients? * Site staff? |
| Sustainability | Which components of TRIP would you be like to see sustained after the TRIP project is over?  Which components of TRIP would you not miss or like to see discontinued after the project is over? | Why? |
| Section Closing | Is there anything else regarding the TRIP project that you would like to share? |  |

|  |  |  |
| --- | --- | --- |
| **2b: Interviewee is NOT familiar with TRIP** | | |
| **Concept** | **Questions** | **Prompts** |
| TRIP Awareness | ***Interviewer Action:***  Let me tell you a bit about the TRIP project.  TRIP is an enhanced navigation model aimed at reducing breast cancer disparities through enhanced patient navigation. The TRIP team at your site includes:   * *Fill in appropriate people BEFORE interview:*   + PN =   + Clinical Champion =   + Site PI =   + Others = .     TRIP was implemented at your site in XX date.  Thinking specifically about breast cancer care at your site, have you noticed any changes at your site since XX date.? |  |
| Role Changes | Thinking specifically about breast cancer care at your site since XX date, have you noticed:  1. Any changes in your role?  2. Any changes in the navigator’s role?  3. Any changes in how you interact with the individuals we just discussed? | What kinds of changes have you noticed?  What do you like about these changes?  What do you dislike about these changes? |
| Relationship with TRIP Team Members | We want to learn a little more about the extent to which you may work with the TRIP team members at SITE.  For each of the TRIP team members listed below, ask the following questions:  TRIP Team:   * + PN =   + Clinical Champion =   + Site PI =   + Others = .   Questions about each individual:   * When do you interact with X person? * How do you interact with them? * How does this person facilitate patient navigation for breast cancer patients? |  |

**PART 3: ROLE-SPECIFIC QUESTIONS**

**For our last section, I would like to ask you some questions specific to your role at [SITE].**

|  |  |  |
| --- | --- | --- |
| **3: ROLE-SPECIFIC** | | |
| **Concept** | **Questions** | **Prompts** |
| **Navigator Supervisor** | *Ask only to Navigator Supervisors*  What does supervision for patient navigators look like at [SITE]?  How has TRIP changed how you supervise your navigator since the project started?    What kinds of navigation challenges or concerns do patient navigators bring to you, as their supervisor?    Tell me about a time that a patient navigator expressed a navigation concern about a breast cancer patient and you were able to help them address it.  Tell me about a time that a patient navigator expressed a navigation concern about a breast cancer patient and you were unable to address it. |  |
| **Patient Support**  *(i.e. schedulers, coordinators, interpreters, etc.)* | *Ask only to Patient Support staff*  How are you typically introduced to breast cancer patients who are in need of your support?  What tasks do you do that require collaboration with [NAVIGATOR NAME]?  Have there been any changes in the ways that you work with [NAVIGATOR NAME] over the last 12 months?  What does your relationship with a breast cancer patient look like over the course of their treatment? | What kinds of changes have you noticed?  What do you like about these changes?  What do you dislike about these changes? |
| **Administrative** | *Ask only to Administrative Staff*  How does your work support cancer patients?  Tell me about a time that you worked with [NAVIGATOR NAME] to help a specific breast cancer patient with complex social or clinical needs.    Have there been any changes in the ways that you work with [NAVIGATOR NAME] over the last 12 months?  When you identify a patient as someone who needs assistance, who would you go to or what would you do? | What kinds of changes have you noticed?  What do you like about these changes?  What do you dislike about these changes? |
| **Clinical** (doctor, nurse, social worker, etc) | Please describe the relationship between doctors/nurses and patient navigators at [SITE].  How does a navigator typically become involved with one of your patients?  How often do you communicate with [NAVIGATOR NAME]? What kinds of topics do you usually discuss?  Tell me about a time that [NAVIGATOR NAME] came to you with a concern about one of your breast cancer patients.  Tell me about a time when your patient could have benefited from navigation, but they were unable to get it. What got in the way? | Did you work together to address it? If so, how?  In what ways did the patient benefit from being navigated? |

**PART 4: DEMOGRAPHICS**

Before we end, I would like to learn a little more about your background. Will you complete this 1-page survey? It will ask about basic information like race and education. *Hand survey (below) to participant.*

**CONCLUSION**

Do you have any final questions?

Thank you!

**Non-TRIP Patient Navigator Demographics Survey**

Please complete the questions you are comfortable answering. Thank you!

Please describe your **gender** (check all that apply).

|  |  |
| --- | --- |
| * Female * Male | * Cisgender * Transgender * Non-binary * Another gender (please describe) -- |

Please describe your **race** (check all that apply).

* American Indian or Alaskan Native
* Asian
* Black or African American
* Native Hawaiian or Other Pacific Islander
* White
* Another race (please describe) --

Please describe your **ethnicity**.

* I am Hispanic, Latino, or of Spanish Origin
* I am NOT Hispanic, Latino or of Spanish Origin

Please describe any **languages that you speak**.

* English
* Spanish
* Haitian Creole
* Other (please describe) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Please describe your **highest level of education completed**.

* High school degree or equivalent
* Associate’s degree
* Bachelor’s degree
* Master’s degree
* Other (please describe) –

Please describe any **professional degrees** you have.

* Licensed social worker
* Registered nurse
* Other (please describe)

Please describe any **certifications or licensure** you have:

* Certified medical assistant
* Certified nursing assistant
* Licensed clinical social worker

What is the name of your hospital?

* Beth Israel Deaconess Medical Center
* Boston Medical Center
* Dana Farber Cancer Institute
* Massachusetts General Hospital
* Tufts Medical Center

What is the title of your position? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I have been employed in my current position at this hospital for \_\_\_\_\_\_\_\_\_\_years.

I have worked at this hospital for \_\_\_\_\_\_\_\_\_\_ years.

I have worked in the field of breast cancer treatment for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_years.

Are you a cancer survivor?

* Yes
* No

Thank you