

Semi-Structured Interview Guide

Location Specific Workdays

1. Do you see patients at this location?
 - a. *If no:* Do you see patients at another location during the week?
 - b. *If yes:* On what days do you see patients at this location?
 - i. *If days are not Monday – Friday:* On other days, do you see patients in a different location?

Participant's Case Management Experience: *We're going to start our interview with several questions regarding your case management experience.*

2. How many years have you worked in case management services?
 - a. As an administrator?
 - b. As a case manager?
3. When did you begin working at this case management office?
4. Besides this case management office, have you worked in any other case management office?
 - a. No
 - b. Yes, other MTF
 - c. Yes, other civilian
5. What is your present position description?
 - a. Administrator?
 - b. Case manager?
 - c. How much time do you spend as:
 - i. An administrator?
 - ii. As a case manager?

Characteristics of MTF Case Management Office: *Next, we'll transition into discussing characteristics of your specific case management office.*

6. How many full-time case managers work in your office?
7. What are the professional backgrounds of the case managers within your office?
8. Do you feel you have adequate staffing in order to complete the duties and responsibilities of your job?
 - a. If no, how many more people would you need?
9. What is the approximate number of patients per case manager?
10. Do you have specific patient categories that you work with?
 - a. *If the participant has difficulty coming up with categories, the following examples can be prompts: pediatrics, mental health, adult OB, etc.*

11. Do case managers “specialize” in working with those categories?
 - a. *If pediatric case management was not mentioned, ask the following: Does your office provide pediatric case management? If not, where are pediatric cases referred to?*
12. What kind of services do you provide for each category?

Monitoring Quality and Tracking Cases: *Now, we'll be discussing quality monitoring and case tracking within your office.*

13. Does your office monitor the quality of services provided?
 - a. Yes (*if yes, how?*)
 - b. No
14. What patient outcomes does your office track across patient categories?
15. Of the outcomes your office currently tracks, which provides the most meaningful information?
16. Are there any other outcomes you think should be tracked?
17. How could either metrics or tracking be improved?

Case Management and Other Departments: *So now I have a few questions regarding the relationship between your office and other departments within your MTF*

18. Where do referrals come from most often?
 - a. Providers
 - b. Nurses
 - c. Patients
 - d. Case management office
 - e. Other (*please specify*)
19. Do other departments or offices within the MTF understand the services case management offers?
20. Do those departments/offices seem to value the services provided by case managers?

Pediatric Case Management: *We're going to transition into discussing pediatric case management and military families, which will be the remainder of our interview.*

21. How do most children enter pediatric case management?
 - a. Provider-referral
 - b. Patient/Family-requested referral
 - c. Other
22. Approximately what percentage decline to receive case management services?

23. Does pediatric case management services work differently than case management for adults?
- a. Yes (*if yes, in what way are they different?*)
 - b. No

Military Families and Case Management

24. Is receiving case management services indicative of a special needs child in the family?
25. How often do you interact with your pediatric cases and their families?
- a. In what ways do you typically interact with them? (*For example, phone, appointment, walk-in, or other*)
26. How easy is it to maintain/retain contact with these families?
- a. What strategies do you use to maintain communication?
27. Typically, how long do you manage a case?
28. What is your close out process?
- a. Where does their information go once they are no longer under your services?
 - b. When an active duty parent is transferred to a different duty station (PCS), do you find that transitioning their child's case is difficult or seamless?
 - c. Do you have any recommendations for improving the transition of care?

Final Thoughts

29. What is working well with the case management services your office provides to military families?
30. What is *not* working well with the case management services your office provides to military families?
31. Would you recommend any specific improvements to case management services that would be beneficial to military families?
- a. Yes (*if yes, what recommendations do you have?*)
 - b. No
32. Is there anything else you'd like to tell us about pediatric case management that we haven't already discussed?
33. Would you like to receive a brief report regarding our findings at the completion of this study?
- a. *If yes:* To what address should we send this report?
 - b. Do you authorize me to send a brief report to this email address at the completion of this study?