

Family Medicine

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Appendix A. Semi-Structured Interview Guide

Domain	Probing questions
Introduction	<p>Researcher read consent statement and overview of project.</p> <ul style="list-style-type: none"> • Introductions and purpose of interview and recorded conversation. • Described protection of data and privacy. • Questions or concerns before beginning interview.
Demographic Questions about Job Title & Role	<p>Can you tell me your title and role on the integrated behavioral health team?</p> <ul style="list-style-type: none"> • How long have you been working in your current title and role? • What is your degree (or educational background?) • How would you describe the clinic you work in and your IBH team?
Prior to the Pandemic: Description of Integrated Behavioral Health in Clinic	<p>Can you describe your integrated behavioral health clinic and how it operated prior to the COVID-19 pandemic?</p> <ul style="list-style-type: none"> • Who provided behavioral health services, for example who screens/asses? How do the PCPs work on the team? • How do “warm handoffs” between patients and providers typically work? • How did you communicate with the integrated team prior to the pandemic?
Team Transitioning During COVID-19 re: Telehealth & Communication	<p>Overall, how would you describe things in the clinic changing due to COVID-19?</p> <ul style="list-style-type: none"> • Where was the team located during this time? (e.g., Was anyone on the team moved off clinic site? Where is the team located now?) • Tell me about how you (and your team) utilized telehealth to interact with clients. • Tell me how you collaborated with the integrated team. • How did you communicate with the integrated team? • How was collaboration and/or team communication impacted by pandemic? • How did your clinic conduct screening and assessments for behavioral health and social needs? • How did your clinic conduct warm handoffs?
Challenges and Lessons Learned	<p>What were the most difficult aspects of transitions required to your integrated clinic during COVID-19?</p> <ul style="list-style-type: none"> • Are there any lessons learned from this experience? • Do you think telehealth makes your job easier or harder?
Closing	<p>Thank you again for sharing your time and expertise with our team.</p> <ul style="list-style-type: none"> • Is there anything else you would like us to know about your experiences or about your team’s experience during his time?