Kaiser Permanente PAVE Study  
Implementation Interview Guideline

Date:  
Provider Name/Title (Position):

Interviewer:  
Clinic:

Interviewer Instructions: Please include any information the interviewee offers that you think might help us understand significant facilitators or barriers to implementation of the study intervention.

Reminders:
- The overall goal is to reveal the ongoing process of implementation (e.g., what is going well now, what could be improved, how the process has changed over time). We are seeking honest feedback about how the intervention is working in their clinic.
- Please provide specific examples whenever possible.
- Use quotation marks for verbatim quotes provided by the interviewee. If the interviewee is quoting (paraphrasing) another person (a co-worker, patient, parent, etc.), please note the source of the feedback also.
- Remind the participant that their individual responses will be kept confidential.

General topics for interview:
- Implementation (day-to-day logistics)
- Communication (formal and informal)
- Intervention: Comfort Caddy
- Unresolved or ongoing issues
- Surprises, challenges, and solutions
- Other feedback you think is relevant

Interviewer Note: Depending on the question, “you” can mean the individual provider/interviewee, their team, or the clinic as a whole. Some questions may not apply to every interviewee.

Specific questions:

1. Have you been using the Comfort Menu we provided? Why or why not? What suggestions do you have for improving the Comfort Menu or making it more useful in the clinical setting?

2. From your perspective, what has been the easiest part of implementing this intervention in your clinic? What has been the hardest? What, if anything, could our project team do to make this intervention work better for you?
3. From your perspective, do you think the Comfort Menu is effective? That is, do you think this intervention is helping to improve the adolescent vaccination experience and reduce pain and syncope among adolescents? Why or why not?

4. Is there any other feedback that you would like to share?