

eAppendix 2 Nursing Home Interview Guide

Interviewer Name:

Date:

Time Start:

Time End:

Hello [Mr./Ms./Dr. interview participant name],

My name is [interviewer name] and helping me today are/is [additional team member(s)]. We are conducting site visits and interviewing staff to learn about your knowledge of the process of community nursing homes establishing a partnership with the VA. We are conducting site visits and interviews as part of a research study. This research study is being conducted by Dr. Cari Levy and Dr. Vincent Mor and the COMIRB protocol is #18-1186. What we learn from these interviews will be used to understand how the VA establishes relationships with community nursing homes (either through a contract or a Veteran Care Agreement), with hopes to make recommendations to improve upon current processes based on what we learn. Your responses are confidential and you will not be identified in any reports, presentations, or publications.

Your participation in this interview is voluntary. **If you feel that participating in this interview impacts your work conditions negatively, please feel free to decline.** You can stop the interview at any time, and let me know if you would rather not answer a particular question.

Do you have any questions?

In order to make sure we capture all of the information you give us, we would like to record this call. The audio-file for the recording will be stored directly to a restricted access file on the VA intranet. Is this okay with you? **[Hit record button.]**

Okay, to confirm, I'm starting the recording. Is this ok with you?

If this interview is being conducted over the phone: Okay to confirm, I'm starting the recording. Is this ok with you? By continuing with this interview, you acknowledge that the consent form has been read to you while you followed along with your own copy, that you have been given the opportunity to ask questions, and that you have provided verbal consent to participate in this study. Is this correct?

Grounded prompts: If responses are limited or require clarification, probes may be used to elicit more detailed responses. Probes should use words or phrases presented by the participant using one of the following formats:

1. What do you mean by _____?
2. Tell me more about _____?
3. Can you give me an example of _____?
4. Can you tell me about a time when _____?
5. Who _____?
6. When _____?
7. Where _____?

INTERVIEW QUESTIONS

For Nursing Homes with Active Contracts/VCA's (Questions 1-9, 19-22 + Demographics):

1. What is your role at your nursing home?
 - i. Probe: Tell me more about what that entails.
 - a. How long have you worked at the nursing home?
 - b. How long have you served in this role at the nursing home?
 - c. How long have you worked in this field?
 - d. How would you describe the population your nursing home serves?
2. Tell me about the process of initiating a partnership with the VA?
 - a. Who was/is involved?
 - b. How long does the process take?
 - c. What does the start-up process involve?
3. Tell me about why you decided to partner with the VA.
 - a. What factors came into play?
 - b. Did the VA's reputation influence your decision to partner with them?
If yes: How so?
 - c. Describe the relationship your organization (or you personally) had with the VA prior to partnering with the VA.
4. How do you feel about the process of establishing a partnership with the VA?
 - d. What has worked well?
 - e. What are some of the challenges?
 - f. What changes would you like to see overall and related to your personal experience?
5. Tell me about your nursing home's experience with the annual review process of nursing homes the VA has a partnership with.
 - g. What does the annual review involve?
 - h. What works well in the review process?
 - i. What are some of the challenges?
 - j. What changes would you like to see?
 - k. What, if any, internal review does your nursing home conduct?
6. What does a good relationship between a nursing home and the VA look like?
 - l. How does this description align with your current working relationship with the VA?
 - m. What has helped to improve working with the VA?
 - n. What has hindered your working relationship with the VA?

<p>7. Tell me about the role VA social workers and VA nurses play/ed in care coordination at your nursing home.</p> <ul style="list-style-type: none"> a. How often do/did they visit your nursing home? b. Tell me about how your nursing home staff work/ed with VA social workers and nurses to coordinate care for Veterans. <ul style="list-style-type: none"> i. Probes: What works well? What are the challenges? Can you give me a specific example? c. What, if any, rewards or challenges have you experienced in caring for Veterans? d. How many Veterans are in your nursing home right now? e. How do you determine who the VA point person is for a Veteran at your nursing home? <ul style="list-style-type: none"> i. Probes: Does the contact person vary by Veteran? Who is the contact person for your nursing home? What is their role?
<p>8. Tell me about how your nursing home has handled issues with the VA.</p> <ul style="list-style-type: none"> f. Can you think of a specific example? g. Have you ever considered terminating your partnership?
<p>9. How do you feel about the use of Nursing Home Compare star ratings as a measure of nursing home quality?</p> <ul style="list-style-type: none"> a. Do you think star ratings reflect the quality of care Veterans receive/d at your nursing home? Why or why not?
<p>10. What have you heard about potential changes in how the VA partners with community nursing homes?</p> <ul style="list-style-type: none"> a. What do you know about the possibility of using provider agreements between your nursing home and the VA?
<p>11. What questions do you have for us, or is there anything else you would like to add about your experience partnering with the VA?</p>
<p><i>For Nursing Homes with Terminated Contracts/VCA's or Contracts/VCA's on Hold (Questions 1-13, 19-22, 24 + Demographics):</i></p> <p>12. Tell me about why your contract (or Veteran care agreement) with the VA was terminated/ is on hold.</p>
<p>13. Tell me about any attempts your nursing home made/has made to maintain a partnership with the VA prior to/ and after the contract/ Veteran Care Agreement being terminated/ the contract/Veteran Care Agreement being placed on hold.</p> <ul style="list-style-type: none"> a. How did/has the VA respond? b. <i>If the contract/VCA is on hold:</i> Tell me about the process of re-activating your contract/VCA with the VA. <ul style="list-style-type: none"> i. Probe: What does this entail?
<p><i>For Ideal Nursing Homes (Questions 1, 14-22, 24, + Demographics):</i></p> <p>14. Tell me about whether your nursing home has ever considered partnering with the VA? Why or why not?</p> <ul style="list-style-type: none"> a. If you have considered it, why did you ultimately not partner with the VA?
<p>15. Tell me about how a nursing home establishes a partnership with the VA?</p> <ul style="list-style-type: none"> a. Who is involved? b. How long does the process take? c. What does the process involve?

16. What constitutes a good relationship between a nursing home and a payer source?
- What has helped to improve working with your payers?
 - What has hindered your working relationship with your payers?

17. What have you heard about potential changes to how the VA partners with community nursing homes?
- What do you know about the possibility of using provider agreements with the community nursing homes?

18. What questions do you have for us, or is there anything else you would like to add that we haven't touched on?

Participants will be read the following sentences and then asked questions

Over the next year, the VA will change how it purchases community nursing home (CNH) care for Veterans by replacing the existing contracts with Veteran Care Agreements. Veteran Care Agreements will be agreements between community nursing homes and the VA to cover primarily long-stay care, but in some cases short-stay care, for Veterans. Veteran Care Agreements will eliminate many of the federal contracting rules, will be simpler than the existing contracts, will take less time to complete (weeks rather than many months), and will be shorter in terms of number of pages (around 6 pages long). Additionally, some nursing home staff at CNHs that establish Veteran Care Agreements may be asked to complete online trainings on opioid safety, military sexual trauma conditions, Post Traumatic Stress Disorder, and traumatic brain injury.

19. Tell me about your initial thoughts on this change to how the VA purchases CNH care.
- What do you think will work well?
 - What do you think some of the challenges will be?
20. Tell me what information you would like from the VA about Veteran Care Agreements and this shift from contracting to Veteran Care Agreements.
- Can you think of a specific example?
 - How would you like this information to be shared with you?
 - Who would you like the information to come from?
21. Would it be okay if we followed up with you in the future if we have other questions?
22. What capacity does your nursing home have to conduct telehealth visits?

For Nursing Homes with Active Contracts (Question 23)

23. Tell me about any communication you have received from the VA about the shift from contracting to Veteran Care Agreements.
- Probes: Who is informing? How is information shared? When was it shared? Was the information adequate?*
- Can you think of a specific example?

For Ideal Nursing Homes/Nursing Homes with Terminated/On-hold Contracts (Question 24)

24. Tell me about whether you would consider partnering with the VA (again) after Veteran Care Agreements are implemented.
- Why or why not?
 - If yes:* Care Agreements will impact your working relationship with the VA?

Demographic Questions: We would like to ask you a couple of questions about yourself, like what your age is. You have the right to decline this step of the interview or to skip specific questions. Is it ok to begin?

25. What gender do you identify with?

26. What category best describes your race? (Can choose more than one).

American Indian/Alaska Native

Asian

Black or African American

Native Hawaiian/ Pacific Islander

White

Multiracial

Other

Declined

27. Which category best describes your ethnicity?

Hispanic

Non-Hispanic

Declined

28. What is your age range?

18 – 29 years

30 – 39 years

40 – 49 years

50- 59 years

60 – 69 years

>= 70 years

Declined

29. What is the highest level of education you have completed?