**PeakHealth Wellness Program – Key Informant Interviews – Round II**

**Peer-Led Program Participants**

Guide for Moderator

**Welcome participant**

**Thank you for taking the time to talk with us.** *As you may know, we created the PeakHealth Wellness Program to help patients like you to better manage your chronic conditions.*

*We’ve invited you here today to learn your honest opinions about this program. Please share what you feel comfortable sharing. As the form you signed says, everything we discuss is confidential. We want to learn more about your experience with this program to improve it for next time.*

**Discussion Guidelines:**

* *We will be audiotaping today’s session. We are doing this so that we can make sure we represent what you say correctly. We will take the audiotape and make it into notes on paper; when we do that we will make sure to use a code instead of your name.*
* *We’ll be here for about 1 hour.*

**Introductions**

*I am a second-year medical student who is working with the PeakHealth team and the researchers. I will not share your identity with the researchers. I am doing this interview – rather than the program leaders – to help you feel comfortable telling us what you really think.*

*I’m going to ask you a few questions to start us off:*

**Further Reflection on PHWP**

* How do you feel about your experience in the program, 7 months post?
  + What did you take away from the program that’s stuck with you till now?
  + How has your physical/mental health changed?
  + What were your original goals? How have they changed over time?
  + What resources do you need to assist you?
* What questions/topics do you wish you could have discussed with the group?
* How was the group setting of PHWP important to you?
  + How did you feel connected/disconnected from others last time?
* Can you describe the difference between action planning and goal setting?
* Did you contribute any recipes to the recipe book, why or why not?

**COVID-19**

* How has COVID affected your health and self management progress?
* How has your life, values, and priorities changed since COVID? (callback to values activity?)
  + How important is attending a wellness program right now?
* How has it been talking with your doctor right now [virtually]?
  + Challenges? Frustrations? Helpfulness?
* What information do you want to know about COVID and your health?
* What other resources do you need to maintain your health right now?

**Planning for BCBH**

* How comfortable are you using the internet?
  + Give some examples of activities/experiences you use
  + Phone vs computer?
* Have you ever participated in an online support group before? (How was it?)

\*\*\*\*\*possible activity\*\*\*\*

***Card Sort***

*Instead of asking participants to predict what they would want… we could maybe have participants rank PHWP program “features” in order of importance. Virtual “cards” or a survey could include items like “face-to-face conversation,” “helpful information about health,” “meeting new people”, “maintaining friendships”, “doing physical activities,” “being anonymous”, “structured weekly commitment”, “getting out of the house”, “meeting people similar to yourself”, “meeting people in your neighborhood” etc….*

Sorting questions:

* Rank which program features are/were most important to you? Least important?
* Which do you wish PHWP had more of? Less of?
* Which made you feel most comfortable? Least comfortable?

\*\*\*\*\*possible activity\*\*\*\*

***BCBH Demo***

*Participants log into BCBH platform for 15 minutes and navigate while interviewer “observes” [not exactly sure how to do this virtually]. Interviewer can instruct them to do things such as: begin a new lesson, post a question to the discussion board, etc...*

Follow up questions:

* How was this experience similar/different from the PeakHealth program? (good and bad)
* How was the platform hard/easy to use?
* How did you feel “talking” to strangers online?
* How helpful is the content?
* How could this experience be improved, etc…
* Would you like to enroll?

**Wrap Up**

* How do you feel about becoming a peer leader yourself?
  + Do you feel “ready”?
  + What are your concerns?
  + Would you like to receive more information about this?