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

**Clinical Care Team**

Guide for Moderator

**Welcome Provider**

**Thank you for taking the time to talk with us.** *As you may know, we created a program called the PeakHealth Wellness Program to help patients within Peak Health to better manage their chronic conditions by coaching others.*

*We’ve invited you here today to learn your honest opinions about this program – in particular, how it might help you help your patients. Please share only what you feel comfortable sharing. Everything we discuss is confidential, and will not be shared with PeakHealth leadership except anonymously.*

**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 member of the PeakHealth Wellness Program research team. I will not share your identity with the other researchers or anyone else. I am doing this interview – rather than the PeakHealth clinical leadership– 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 have your wellness program patients’ health (diet, weight, mental, self-efficacy/advocacy, utilization) changed since we last spoke?

**COVID-19 Impacts**

* How has COVID-19 uniquely impacted your patients’ physical and mental health?
* How has COVID-19 impacted your patients’ ability to self-manage?
* How has the wellness program model become more or less relevant during the pandemic?

**Planning for BCBH**

* How have virtual care sessions been going for your staff and patients?
  + What challenges have you encountered (by both patients and staff)?
  + How do you address or troubleshoot them?
  + What kinds of limitations do patients have for engaging in a virtual experience? (Probe for mobile vs computer/wifi access)
  + How has virtual care been most effective/successful?
* How might we engage patients in order to recruit them for the next virtual PeakHealth wellness program? (in place of the Wellness Day)
* What kind of support (if any) would you be able to provide for a virtual PHWP?
  + Probes: recruiting? outreach? technical support? lesson reminders?