			716 717 718 719 720 721 722 723 724 725 726 727 728 729	
Back Pain, either acute or chronic	-	-	307.89 721.2 721.3 724.2 724.4 724.5 724.6 724.7 724.8 846, 846.0 846.1 846.2 846.3 846.8 846.9 847 847.2 847.4 847.9	-

[1] ***For ICD-9-CM, the event can have either an N code listed in the Diagnosis column OR an E code listed in the External Cause of Injury column.***

Appendix 15: Key Stakeholder Interviews

This appendix provides information on how to conduct stakeholder interviews. An interview guide and summary sheet are also included.

Tips for Conducting Key Stakeholder Interviews

Pre-Interview Planning Process

Send a Letter of Introduction

Once you have identified the key stakeholders in your community, send an official letter of introduction. The letter should include information about your coalition, provide background information on the NMUPD initiative, briefly describe the needs and assets assessment that is being conducted, describe how key stakeholders were identified, briefly highlight what sort of information you will request during the interview and how the information will be used, and inform them that they will be contacted by phone in the near future to set up the interview.

Call to Set Up the Interview

After a reasonable amount of time has passed, call each key stakeholder to set up the interview. Introduce yourself and briefly review the information in your letter of introduction. Make an appointment to interview the stakeholder at a time and place that is convenient for him or her.

Send the Questions Ahead of Time

Once the interview has been scheduled, send each key stakeholder a copy of the questions that you will ask. This allows respondents adequate time to prepare their thoughts and to identify any relevant materials ahead of time.

Conducting the Interview

Begin by Introducing Your Project and Purpose

Remind the respondent about your purpose and the ultimate use of the information. Also, explain who will have access to your interview notes and whether the respondents will be identified in any reports or public discussions of your investigation.

Don't Let the Interview Go Much Over an Hour

The people you choose as key stakeholders are likely to be busy. The quality of the conversation can deteriorate if they feel rushed. Many of your respondents may be people with whom you will want to collaborate in the future, so do not antagonize them by letting the interview go on too long.

Don't Move to a New Topic Prematurely

Do not leave important issues hanging—you might run out of time before you can return to them. Also, you will get more useful information by discussing one subject at a time.

Don't Get Stuck on a Question

Sometimes you just won't get the information you want from a particular respondent. Know when to move on so you don't frustrate yourself or antagonize your respondent by trying to elicit information that he or she does not have, cannot articulate, or isn't willing to share.

Use Two Interviewers

While not always feasible, it can be useful to have two people—one to conduct the interview and one to take detailed notes. Primary interviewers will still need to take their own notes to help with summarizing the information at the end of the interview, but this allows them to pay more attention to the interview process itself knowing that their partner is taking more detailed notes.

Use Active Listening Techniques

Pay close attention to what the key stakeholder is telling you. Follow up on anything that is unclear or that you don't understand.

Take Notes

As described above, whether a single interviewer or a team of two conducts the interviews, it is essential to take detailed notes. Do not rely on your memory of the conversation after the fact.

Record the Interview

If possible, record the interview in addition to taking formal notes. This will allow you the opportunity to go back and clarify any points of confusion from your notes. If you choose to record the interviews, you need to obtain permission from the key stakeholder at the beginning of the interview. It is also traditional when taping an interview to inform respondents that they have the option of going "off the record" at any time they wish—at which point the recorder should be turned off.

End the Interview by Summarizing the Key Points

Summarizing what was said is a good way to end the interview. This step is important because it gives you an opportunity to put what the stakeholder said into your own words. This also allows the stakeholder to correct any mistakes or to emphasize key points that you may have overlooked.

Post-Interview

Review Your Notes Immediately After the Interview

This is the best time to clarify your notes and to add any additional information that was not possible to note during the interview, including information about the tenor of the interview,

such as the degree to which the respondent was cooperative, how strongly he or she felt about issues discussed, whether and why the interview may have been cut short. It's also the best time to create a formal summary of the discussion based on your notes. As discussed above, analysis of the qualitative interview data should involve at least one other person who will be relying on your notes.

Follow Up with a Thank You

Send a thank-you call or letter after each interview. This provides an additional opportunity to thank key stakeholders for their time and participation, and allows you a chance to follow up on any themes or pieces of information that were missed during the interview, or items that you found to be confusing when preparing your summary.

Key Stakeholder Interviewer Guide

This guide is intended for the individual(s) conducting the key stakeholder interview and should not be distributed to the key stakeholders.

Notes:

- Instructions to interviewers appear in brackets.
- All questions and probes should be answered (even if only by a "don't know"). It is not necessary to ask a probe if the respondent has already provided a response in his or her answer to the general question or to another probe.
- Ask the questions/probes in the order shown.
- You may add questions, but do so only after item 9 and ask item 10 before concluding the interview.

- Begin with introductions as needed.
- Explain that you will be taking notes and audio-recording the interview. Discuss the respondent's option of "going off the record."
- Ask, "Do you have any questions about how the interview is going to work?" Answer all questions the respondent may have before proceeding to the questions below.

Part I: Assessment of the Issue

(1) How would you describe the opioid misuse situation in the community?

Probes: What is the severity of the issue? How has the issue changed over time? Who is misusing opioids (age, gender, race)? What are the consequences? When are the use and consequences occurring (specific days of the week or times)? Where are the use and consequences occurring? What are the factors that drive the problem?

(2) What impact, if any, has the misuse of opioids in the community had on the functioning of your agency/organization?

Probes: How much of a burden has this placed on your agency/organization? How has it made your job harder? [Note that this information may be useful in recruiting the respondent's support for your initiative.]

Part II: Steps to Address the Issue

(3) What has your organization done, if anything, to address opioid misuse in the community?

Probes: How well have these efforts worked? Did you work with any other agencies/organizations in the community on this? [If so] Which organization(s), and how and how well did you work together?

(4) What do you think should be done to address opioid misuse in the community?

Part III: Readiness to Address the Issue

(5) What is your assessment of the level of readiness within your agency/organization to address opioid misuse in the community?

Probes: What is the level of interest in the issue? What is the level of willingness to address the issue? What factors would facilitate this work (e.g., what resources are available)? What factors might undermine or complicate this work?

(6) What is your assessment of the level of readiness in the community at large to address opioid misuse?

Probes: Who are the leaders/champions of this issue? What is the level of interest in the issue? What is the level of willingness to address the issue? What factors would facilitate this work (e.g., what resources are available)? What factors might undermine or complicate this work?

Part IV: Data on the Issue

(7) What data are collected by your agency/organization, if any, that might help inform our assessment of opioid misuse in the community or related factors?

Probes: How are the data collected? How often are the data collected? How recent are the data? Where are the current data gaps? Are there any problems with the data? How would we go about getting permission to access the data?

Part V: Resources to Address the Issue

(8) What role, if any, would your agency/organization be willing to play in our efforts to reduce opioid misuse in the community?

(9) What other individuals do you think we should talk to in order to obtain more information about opioid misuse in the community?

Probes: Are there any other individuals in your agency/organization whom we should talk to?

Part VI: Additional Comments, Observations, or Questions

(10) Do you have any other comments or observations you would like to make?

Probes: Do you have any questions about this project?

Key Stakeholder Interview Summary Form

Interviewers should use this form to record information related to setting up an interview and, if you conduct the interview, to provide a summary of the information you gathered. If you contact someone and he or she does not want to participate, record that information at the top of the form.

Key Stakeholder Contact Information Name:	Date Contacted:
Organization:	Response? (Yes No)
Address:	Interview Date:

Phone:	Interview Time:
Fax:	Location:
E-Mail:	Interviewer: