

Qualitative Interview Guide for Mental Health Consumers

WRAP Guide

Introduction:

For the past three months, you have participated in a study that meets in person known as the Wellness Recover Action Plan or WRAP. I would like to talk to you today about your experience using WRAP as a means of treatment and recovery, including what worked well for you, challenges you may have experienced and how working with WRAP facilitators and peers impacted your mental health. I am interested in understanding these things from *your point of view*, from *your perspective* because I am invested in improving mental health services.

As I have already said, what we talk about for our research is confidential and anonymous. Meaning, I will not discuss this interview with anyone except other members of the research team. I want to make it clear that the WRAP facilitators are not a part of the research team and that your name will not be attached to your answers. I ask that you please try to be as honest and open as possible so that we can learn from your experience and I want you to know that this is a safe space where you can tell me anything about your experience.

If there are any questions that you do not feel comfortable answering or discussing, you do not have to answer them. Please tell me and we will move on to the next question. Also if you need to take a break at any time, please let me know. If you feel tired and would like to continue the interview at another time, please let me know. This interview will take about 1 to 1 ½ hours of your time. Before we go on, are there any questions that you have for me?

Overall Perspectives

To start our conversation, I would like to start by ask for your overall perspectives on the process of participating in the WRAP group.

1. Thinking back over the past three months of participating in WRAP, what were your **overall impressions?**

2. What has this experience meant to you?
3. Thinking back to the first time you heard about the study, you had a possibility of getting one out of two treatments, were you hoping for one thing more than the other?
4. Have you noticed any differences in your life as a result of participating in the research study?
5. Can you tell me some of the times when you used what you have learned from WRAP?
6. What did you **like the most** about the WRAP program?
7. Were there any specific **suggestions or skills that you found especially helpful**?
 - If so, what were they?
 - Were there times when you used those suggestions when you were not using the WRAP handbook?
 - How often did you try a tip or suggestion learned from WRAP immediately after a session?
8. What did you **not like** about the WRAP program?
9. Were there any specific suggestions or skills that you found especially **unhelpful**?
 - If so, what were they?
10. Was there anything challenging or problematic about WRAP?
 - Were you uncomfortable with any parts of WRAP?
 - Did you have concerns about participating in WRAP?
 - Did you have any issues with the WRAP materials?

Please take a moment to think back to the first time you met with your WRAP facilitators.

11. What were your first thoughts about your WRAP facilitators?
12. Did you know either of them before you started WRAP?
 - When, in what way, how long?
13. Since the first time you met with your WRAP facilitators, has your view of them changed? If YES: In what ways?

14. What did you think about your first WRAP meeting?
 - Is there anything you would change about your first WRAP meeting?
15. What were your weekly conversations with your WRAP facilitators like?
16. What did you think about your peers in the WRAP group?
 - Can you tell us more about some of the conversations that happened in the group?
 - Did you know any of your peers before the WRAP group began? (Who, in what way, how long)
 - What was your comfort level sharing with others?
17. Outside of group, did you meet up with people in your WRAP group?
18. What, if anything, would you change about WRAP?
 - Timing/number of sessions?
 - Subject/topic of sessions?
 - Tone of sessions?
19. What, if anything, would you add to WRAP?

Before we move on, I would like to refresh your memory of WRAP by showing you the WRAP handbook. Take a minute or two to look through the handbook.

20. After looking through the handbook, is there anything else that comes to mind?

Experience Developing/Implementing Wellness Toolbox

Now I would like to ask you some questions about your experience creating a wellness recovery action plan and how it influenced your experiences outside of WRAP sessions.

21. What did it feel like to create a wellness recovery action plan?
22. Did you want to change anything about your action plan during the 12-weeks you participated?
 - If so, what did you want to change? Why?

23. Were there any strategies learned from WRAP that you used outside the WRAP sessions?

Engagement

ALL GROUPS:

24. When you first started, how many WRAP sessions did you expect to attend?

25. When you attended a WRAP session, what motivated you to go?

- How often did you participate/engage in discussion during the sessions?
- Were there sessions that you participated in more than others?
- What made you feel like adding to the discussion?

26. When you did not attend a WRAP session, what got in the way?

Subjective Experience of WRAP in Relation to Illness Experience

Now I would like to ask you some questions about how working with the WRAP program, materials, facilitators and your peers impacted your experiences with illness symptoms, managing symptoms, and daily functioning in your life.

27. In what ways did using the WRAP materials itself (WRAP materials only) impact how you manage your symptoms?

- Can you tell me about specific sessions that you felt were related to your illness experiences?
- In what ways did WRAP meet your needs?
- In what ways did WRAP **not** meet your needs?

28. How did your interactions with the facilitators impact how you manage your symptoms?

- In what ways did your facilitators meet your needs?
- In what ways did your facilitators **not** meet your needs?

29. Was there any information that you felt **more comfortable** sharing with the WRAP group that you would not usually discuss with your clinician / case manager?

- **Less comfortable?**

30. Was there information you felt **more comfortable** sharing with the WRAP facilitators that you would not usually discuss with your clinician / case manager?

- **Less comfortable?**

WRAP in Relation to Mental Health Services

For the next set of questions, I am going to ask you to compare the past three months of WRAP treatment to previous mental health services you have received.

31. First, can you tell me more about some of the treatments or services you have received in the past?

- What were some of the best features of the previous treatments?
- What are some of the things you didn't like?
- What got in the way of using these services?

32. What mental health services are you currently receiving?

- What are some of the things you like about your current treatment?
- What are some of the things you don't like?
- What gets in the way of using these services?

33. How did engaging in WRAP compare to your experiences with all of your previous mental health services?

- What **benefits**, if any, do you see with WRAP over existing mental health services that you received?
- What **weaknesses**, if any, were there in participating in a WRAP group over existing mental health services that you received?
- What **similarities**, if any, were there in participating in a WRAP group over existing mental health services that you received?

34. Would you recommend WRAP to a friend? Why?

35. Do you know anyone else in the study?

- IF YES: What program did they get?

- What did they say about it?

Closing:

I want to thank you for sharing your experiences with me.

Before we stop for today, are there any things that you'd like me to know about your experiences that we haven't covered?

Is there anything else that you would like to say about WRAP?

Thank you so much for your time today.