

## Qualitative Interview Guide for Mental Health Consumers

### FOCUS Guide

#### Introduction

For the past three months, you have participated in a study that uses program on a phone called FOCUS. I would like to talk with you today about your experiences using FOCUS as a means of treatment and recovery, including what worked well for you, barriers or challenges you may have experienced, and how interacting with the FOCUS program 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 Lupita will not know which participants provided feedback and that your responses will not be attached to your name. I ask that you please try to be as honest and open as you can so 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 questions that you do not feel comfortable answering or discussing, you do not have to answer them. Please tell me and we'll move on to the next question. If you need or want to take a break at any time, please let me know. If you get 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, do you have any questions for me?

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## Overall Perspectives

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

1. Thinking back over the past three months of using FOCUS, 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 FOCUS?
6. What did you **like the *most*** about using the FOCUS 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 FOCUS program?
  - How often did you try a tip or suggestion immediately after you were prompted?
8. What did you **not like** about using the FOCUS 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 FOCUS?
  - Were you uncomfortable with any parts of FOCUS?
  - Did you have concerns about using FOCUS?
  - What was your comfort level using your FOCUS around others?

Please take a moment to think back to the first time you met with Lupita, the mHealth specialist.

11. What were your first thoughts about the mHealth specialist?
12. Did you know her before you started FOCUS?
  - When, in what way, how long?
13. Since the first time you met with Lupita, has your view of her changed? If YES: In what ways?
14. What did you think about the first mHealth training?
  - Is there anything you would change about your first mHealth training?
15. What were your weekly conversations with the mHealth specialist like?
16. What did you think about the phone?
  - Have you noticed any differences in your life since you received the phone?
  - Outside of FOCUS, tell me how you used the phone?
17. What, if anything, would you change about FOCUS?
  - Timing or number of prompts?
  
  - Subject/topic of messages?
  - Tone of messages?
18. What, if anything, would you add to FOCUS?

Before we move on, I would like to refresh your memory of FOCUS by reminding you what the modules looked like. Take a minute or two to look through the program

19. After looking at the program, is there anything else that comes to mind?

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## **Experience Developing/Implementing FOCUS**

*Give participant hand out of the 5 domains.*

Now I would like to ask you some questions about your experience selecting the 3 target domains that came up as prompts and how it influenced your experiences (sleep, voices, medication, social, and mood).

20. How did you feel about choosing what domain will pop up when prompted?
21. Did you want to change any of the domains you picked for your prompts during the 12-weeks you participated?
  - If so, what did you want to change? Why?
22. Were there any strategies learned from FOCUS that you have used when you did not have the device / app with you?

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## **Engagement**

### **ALL GROUPS:**

23. When you first started using FOCUS, how often did you expect to use it?
24. When you responded to a prompt, what motivated you to respond?
25. When you did not respond to a prompt, what got in the way?

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### Subjective Experience of FOCUS in Relation to Illness Experience

Now I'd like to ask you some questions about how working with the FOCUS program and the mHealth specialist (Lupita) has impacted your experiences with illness symptoms, managing symptoms, and daily functioning in your life.

26. In what ways did using the application itself (FOCUS only) impact how you manage your symptoms?

- Can you tell me about parts of FOCUS that you feel are related to your illness experience?
- In what ways did FOCUS meet your needs?
- In what ways did FOCUS **not** meet your needs?

27. How did your calls with Lupita impact how you manage your symptoms?

- In what ways did your calls with Lupita meet your needs?
- In what ways did your calls with Lupita **not** meet your needs?

28. Was there information you felt **more comfortable** sharing with the FOCUS program (on the app only) that you would not usually discuss with your clinician/case manager?

- **Less comfortable?**

29. Was there information you felt **more comfortable** sharing with Lupita that you would not usually discuss with you clinician / case manager?

- **Less comfortable?**

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### FOCUS 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 using FOCUS and talking with Lupita with previous mental health services you have received.

30. 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?

31. 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?

32. How did engaging with FOCUS compare to your experiences with all of your previous mental health services?

- What **benefits**, if any, do you see in using FOCUS over existing mental health services that you received?
- What **weaknesses**, if any, were there in using FOCUS over existing mental health services that you received?
- What **similarities**, if any, were there in using FOCUS over existing mental health services that you received?

33. Would you recommend FOCUS to a friend? Why?

34. 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 FOCUS?

Thank you so much for your time today.