

Qualitative Interview Guide for Mental Health Consumers

FOCUS non-engager 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 to you today about your overall perspective of FOCUS including challenges you may have experienced and the current services you are receiving. 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 FOCUS 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 on FOCUS

11. How did you first hear about the study?
 12. 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?
 13. What was your reaction when you found out you were in the group that received the mHealth (FOCUS) intervention?
 - What did you know at the time about the FOCUS program?
 - Can you tell me what you have learned about FOCUS since then?
 - At the time, how often did you think you would use the program?
 14. What got in the way of using FOCUS?
 15. Do you know anyone else in the study?
 - IF YES: What program did they get?
 - What did they say about it?
 16. Did you know the mHealth facilitator (Lupita)?
 - IF YES: What do you think about her?
 17. In general, what do you think about smartphones?
 - Did the use of the smartphone affect your participation in FOCUS in any way?
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Previous Mental Health Services

For the next set of questions, I am going to ask you to talk about previous mental health services you have received.

18. First, can you tell me more about some of the 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?
19. 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?

20. Have you used forms of **treatment technology** in the past (smartphone applications, websites, computer programs, etc)?

- Can you tell me more about these technologies?
- How would you access them?
- Where would you access them?
- How often did you use them?
- What did you like about the treatment groups?
- What did you **not** like about the groups you participated in?

Closing:

Well we are just about finished with the interview. We have covered a lot of ground today and I want to thank you for sharing your experiences with me.

Before we end the interview today, is there anything else you would like me to know about your experiences that we did not get to cover in the interview?

Is there anything else you would like to say about FOCUS?

Thank you so much for your time today.