

MGH Qualitative Review

Study Dates: 10/1/13 to 9/30/15
Amy Hulberg reviewer

1.

PATIENT CODE

2.

Did provider report that the patient was in acute need at the time of referral?

Mark only one oval.

Yes

No

Other: _____

3.

If yes, provide descriptors/quotes.

4.

Did the patient report that the patient was in acute need at the time of the referral?

Mark only one oval.

Yes

No

5.

If yes, provide descriptors/quotes.

6. **At intake did patient meet with a Health Leads advocate in-person, or talk to advocate by phone? In what language, was an interpreter utilized, was the interpreter formal or informal?**

7. **Is there any statement or notation that indicates not enough time at intake for need identification?**

Mark only one oval.

Yes

No

8. **Describe social supports noted, if any. Indicate if none are stated (pt was asked or reported) or none noted (no indication of patient reporting/being asked)**

9. **Did Advocate refer patient to a resource that was atypical for that identified need? If yes, which need and what resource?**

10.

Provide any quotes or statements from notes that relate to the patient's experience of accessing resource(s) related to barriers or availability of the resource(s).

11.

Did accessing a resource for a patient require the patient or Advocate to contact the provider? Is so, describe.

12.

What were the resources the patient tried to access/not?

13.

Was resource available for the need presented? What resource(s), provide quotes.

14. **Was resource adequate for need presented? What resource(s), provide quotes.**

15. **Was resource accessible for need presented? What resource, provide quotes.**

16. **Did the patient note that the patient was satisfied with the resource? Provide quotes/descriptors.**

17. **Which experiences with any community agencies or organizations were particularly helpful?**

18. **What was the follow-up plan after the conversation with the Health Leads Advocate? Did the advocate give the patient a resource sheet, did they arrange for one-on-one-follow-up, or both?**

19. **Was the presenting need consistent, or did it change?**

20. **When thinking about Health Leads, how would the patient rate the quality of service received? Use descriptors/quotes when possible**

21. **Have the services patient received from Health Leads helped to deal more effectively with problems? Provide quotes**
