

**MTN-034/REACH Study Qualitative Data Communique #3: LFGD Staff Interaction Probes
 Version 1.0, 23 February 2021**

This data communique applies to the qualitative component of REACH. The purpose of this document is to provide additional guidance for probing on three topics:

1. Staff interactions with participants when delivering drug feedback.
2. Staff response to participants when receiving unused PrEP tablets from participants.
3. How staff-participant interactions influenced participants’ experience with the product.

In previous In-Depth Interviews (IDIs) and Focus Group Discussions (FGDs), some participants noted somewhat uncomfortable interactions with staff when returning unused tablets or when receiving yellow or red drug level feedback. We are interested in learning more about these scenarios. Since most IDIs have been completed, the questions from the late FGD guide listed below have been flagged as potential areas that facilitators might probe for more detail. *However, interviewers are also encouraged to probe more on these topics in remaining IDIs if they are raised.*

Question	Additional Guidance
<p><u>LFGD Q.4</u></p> <p>How did you feel about getting your drug results?</p>	<p>If a participant says they received a yellow or red drug feedback, potential additional probes could be:</p> <ul style="list-style-type: none"> • What was it like when you received those results from staff? How did the staff convey your results (both verbal and body language)? • How did this interaction with staff make you feel? • How did this interaction with staff affect how you felt about the product, or how you used the product?
<p><u>LFGD Q.5</u></p> <p>Aside from getting the drug results, how was your experience with the adherence counseling sessions?</p>	<p>If someone says they returned unused tablets, potential probes could be:</p> <ul style="list-style-type: none"> • What did the staff member say when you returned the tablets? (Also please clarify the role of the study staff member, e.g. counselor, pharmacist, etc.) • How did you feel after this interaction? • Did you change anything as a result of this experience?

Please note this data communique is official study documentation and it should be filed as part of the study Essential Documents.