

(Attachment A)
OCHIN-Member Clinics
Interview Questions for Clinicians

1. Are you aware that Effective Health Care (EHC) Program guides for clinicians and patients are available through the EMR?
 - a. (if yes) What were your initial thoughts when you learned that the guides would be available through the EMR?
 - b. Were you familiar with any of the EHC products before they were made available through the EMR? Had you previously used any of the products? In what ways?

2. How did you first learn about the availability of these guides?
 - a. After receiving this information, did you feel comfortable in accessing and using the guides?

3. Have you used any of the clinician guides that were made available to you through the EMR?
 - a. (If yes) What do you think of the effectiveness of these guides in helping you provide evidence-based care to your patients?
 - b. (If no) Can you tell me why you decided not to use them?

4. Have you used any of the consumer guides that were made available to you through the EMR?
 - a. (If yes) How did you use them?
 - b. What do you think of the value of these resources in helping you and your patient discuss different health care options?
 - c. Have you used the patient letter or patient instructions capability to invite your patients to read the guides that were relevant to them?
 - d. (If no) Can you tell me why you decided not to use them?

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5. Did you use either of the low-literacy versions of the consumer guides?
 - a. (If yes) What is your view of the value of these resources in addressing the information needs of patients with low levels of literacy?
 - b. In your opinion, what could be done to enhance their value and usefulness to you in serving the needs of your patients who have low literacy skills?
 - c. (If no) Is there anything about the content, format, or use of text and graphics that made you decide not to use them with your patients?

6. We would like to ask your opinion about the way in which the guides are presented to you as part of the EMR.
 - a. What do you think of the way in which the guides are brought to your attention through the EMR?
 - Is the current method of flagging to notify you of available guides likely to affect your decision to use or not use the guides?
 - What is your opinion of the clarity of the information displayed?
 - b. What is your opinion of the prompts that you received encouraging you to use the guides for patients with specific health conditions?
 - Do you think that the guides that you are prompted to use with patients who have specific health conditions are appropriate to the needs of those patients?
 - c. How relevant is the timing of the information to your needs during patient care?
 - Do you experience any sense of disruption in your work activities when the information is displayed through the EMR?

7. Please share with us your ideas about how we might improve the ways in which clinician and consumer guides are made available to clinicians using the EMR in your clinic.