

(Attachment B)
OCHIN-Member Clinics

Interview Questions for Clinical Support Staff

1. Are you aware that the Effective Health Care (EHC) Program guides for patients are available through the EMR?
 - a. (if yes) What were your initial thoughts when you learned that consumer guides for patients would be made available through the EMR?

2. Can you describe the process used in your clinic to give patients the consumer guides available through the EMR?

3. Has this process affected the workflow of your clinic – e.g. by adding a new task - or has been integrated alongside existing activities?

4. Do you ever access the EMR? Have you used the patient letter or patient instructions capability to invite patients to read the guides that were relevant to them?
 - a. What is your opinion of the effectiveness of the patient letter or patient instructions in inviting them to read the guides?

5. Did you give out either of the low-literacy versions of the consumer guides that were made available through the EMR?
 - a. (If yes) How were these guides given to patients?
 - b. Did patients seem to understand the information?

6. If you use the EMR, what do you think of the way in which the information on the EHC Program guides is displayed?
 - a. What is your opinion of the clarity of information displayed?
 - b. What do you think of the location of the information about the guides in the overall display?
 - c. Do you experience any sense of disruption in your work activities when the information is displayed?
 - d. Overall what do you think of the accessibility of the materials?

Public reporting burden for this collection of information is estimated to average 30 minutes per response, the estimated time required to complete the survey. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to: AHRQ Reports Clearance Officer Attention: PRA, Paperwork Reduction Project (0935-XXXX) AHRQ, 540 Gaither Road, Room # 5036, Rockville, MD 20850.

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